at&t

Synapse®

User's Guide

AT&T SB67030 Deskset and Accessories

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PREFACE

This User's Guide provides instructions for using your Synapse SB67030 telephone with firmware version 1.9.2 or newer, and its optional accessories. See *page 219* for instructions on checking the firmware version on the Deskset. Although the Quick Start Guides also include information on using the devices, this guide has information on setting up the devices and more complete information on feature usage.

Before using this AT&T product, please read *"Appendix D: Important Safety Instructions" on page 280*. Please thoroughly read this user's guide for all the feature operations and troubleshooting information necessary to operate your new AT&T product.

NOTE

For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

This electronic document must be viewed using Adobe Reader 9.2 or newer. You can download the reader free from Adobe at **http://get.adobe.com/reader**.

The following sections provide instructions for using this guide:

- *"Topic Navigation" on page 11*
- *"Text Conventions" on page 12*
- *"Deskset and Optional Cordless Handset Menu Navigation" on page 13.*

NOTE

Some illustrations in this document contain very small text that is not intended to be read. Sometimes the image is present just to help you find the correct screen, in others, full size text conveys the intended information.

Topic Navigation

This User's Guide allows easy navigation between topics and the ability to return to your original topic. Figure 1 illustrates the navigation conventions within the User's Guide.

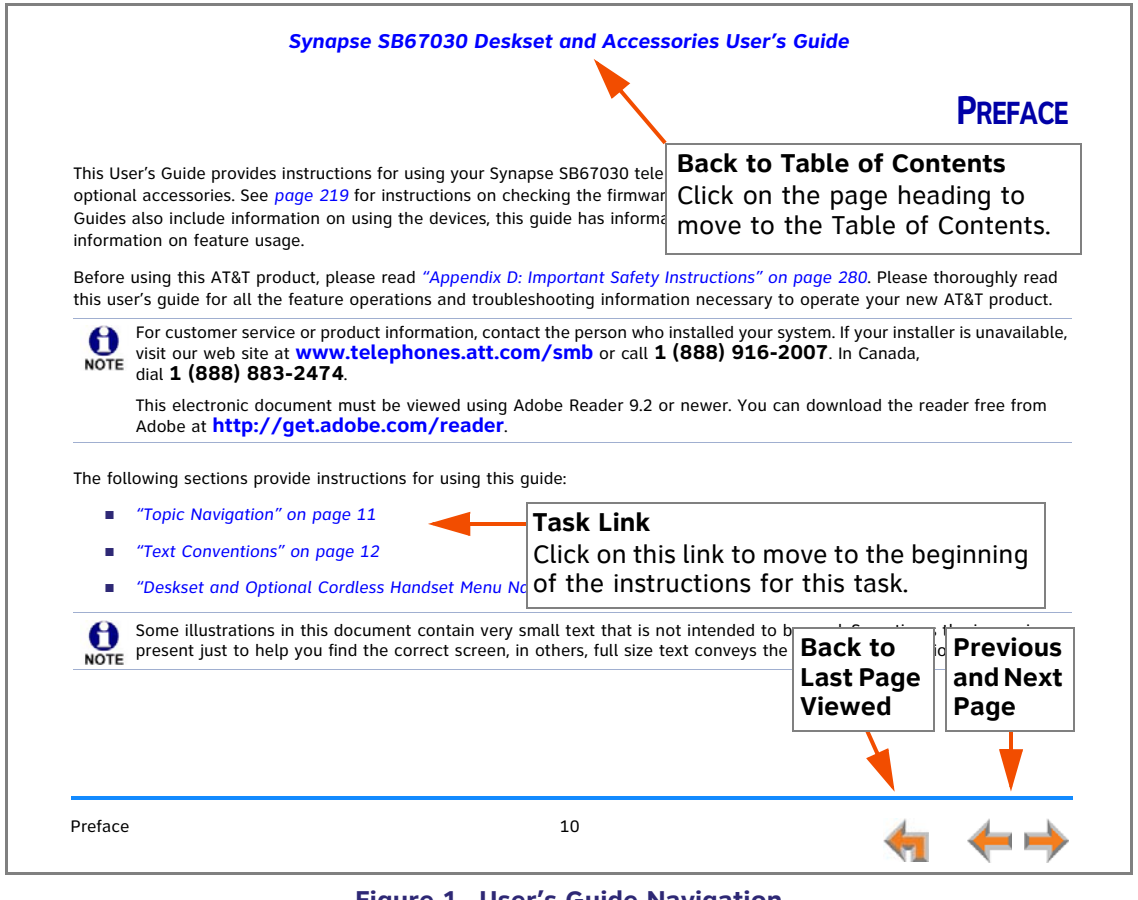
Synapse SB67030 Deskset and Accessories User's Guide
PREFACE
Back to Table of Contents
Click on the page heading to move to the Table of Contents.
This User's Guide provides instructions for using your Synapse SB67030 tele
optional accessories. See page 219 for instructions on checking the firmwar
Guides also include information on using the devices, this guide has informa
information on feature usage.
Before using this AT&T product, please read "Appendix D: Important Safety Instructions" on page 280. Please thoroughly read this user's guide for all the feature operations and troubleshooting information necessary to operate your new AT&T product.
NOTE
For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call 1 (888) 916-2007. In Canada, dial 1 (888) 883-2474.
This electronic document must be viewed using Adobe Reader 9.2 or newer. You can download the reader free from Adobe at http://get.adobe.com/reader.
The following sections provide instructions for using this guide:
"Topic Navigation" on page 11
"Text Conventions" on page 12
"Deskset and Optional Cordless Handset Menu Na
Task Link
Click on this link to move to the beginning of the instructions for this task.
NOTE
Some illustrations in this document contain very small text that is not intended to b
present just to help you find the correct screen, in others, full size text conveys the
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Figure 1. User's Guide Navigation

Text Conventions

Table 1 lists text formats and their uses.

Table 1. Description of Text Conventions

Text Format	Description
Screen	Identifies text that appears on the screen in a title, menu, or prompt.
HARD KEY or **DIAL-PAD KEY**	Identifies a hard key, including the dial-pad keys.
Call	Identifies a soft key.
Figure 1, Table 1	Identifies a figure or table.
"Topic Navigation" on page 11	Identifies a hyperlink to another part of this document or, if it begins with "www", an Internet web site. You need Internet access to view web sites.
[**ATA**], [**Handset**], [**Headset**]	Identifies information predominately about an optional Synapse device. See *"Overview" on page 14*.
NOTE Notes give more information, usually in a procedure.	Example of a Note.
CAUTION *A caution means that loss of data or unintended circumstances may result.*	Example of a Caution.

Deskset and Optional Cordless Handset Menu Navigation

To access items in the menus, you can either use the navigation key to highlight the function and press **SELECT** or press a dial-pad key. The procedures in this guide use dial-pad entry as the preferred method for selecting a function.

Additional Documentation

Downloadable copies of all Synapse documents, including user's and administrator's guides, installation instructions and quick-start guides, are available at **www.telephones.att.com/synapseguides**.

CHAPTER 1

OVERVIEW

The Synapse® Business Phone System from AT&T is for businesses that need up to 100 extensions. This system is scalable from 1 to 39 outside lines, so as your business grows, your phone system can too. The Synapse Business Phone System provides simplicity without sacrifice—it's simple to install, manage, and use, without sacrificing any of the features you need and expect from a business telephone system.

This chapter provides an overview of the functions and features of the SB67030 Deskset and the optional accessories:

- *"Deskset Description" on page 18*
- *"SB67040 Cordless Handset (Optional)" on page 34*
- *"TL7600 Cordless Headset (Optional)" on page 50.*

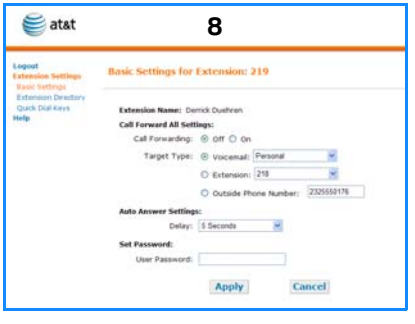
System Overview

The Synapse system includes the following Synapse devices and software.

1. **AT&T SB67010 PSTN Gateway** — Each PSTN Gateway provides access to up to four telephone lines. Information that is only about the PSTN Gateway is designated by [**PSTN**] in this guide.
2. **AT&T SB67060 T1 Gateway** — The T1 Gateway can provides access to up to 23 outside voice channels and additional features, which your system administrator may enable. Information that is only about the T1 Gateway is designated by [**T1**] in this guide.
3. **AT&T SB67020 Deskset** — A Deskset with a standard screen and Programmable Feature Keys.
4. **AT&T SB67030 Deskset** — A Deskset with a large screen and a DECT 6.0 radio to host the optional Cordless Handset and Headset.
5. **AT&T SB67040 Cordless Accessory Handset** (Optional, requires SB67030 Deskset) — The Cordless Handset duplicates many of the Deskset features and provides a high degree of mobility. Information that is only about the Cordless Handset is designated by [**Handset**] in this guide.
6. **AT&T TL7600 Cordless Accessory Headset** (Optional, requires SB67030 Deskset) — The Headset lets you work while you talk. Information that is only about the Cordless Headset is designated by [**Headset**] in this guide.

7. **AT&T SB67050 Analog Terminal Adapter** (ATA - Optional) — The ATA allows the integration of non-Synapse devices, such as analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox. Information that is only about the Analog Terminal Adapter is designated by [**ATA**] in this guide.

8. **Web User Interface (WebUI)** — The WebUI provides the ability to customize your Deskset from a PC that is on the same Local Area Network. The WebUI resides on the Gateways, ATA, and Desksets, and is updated with device software updates.



The Synapse system differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, the system uses a distributed control system over a new or existing Local Area Network (LAN). Figure 2 illustrates a sample system with outside telephone connections in **blue** and ethernet cables in **red**.

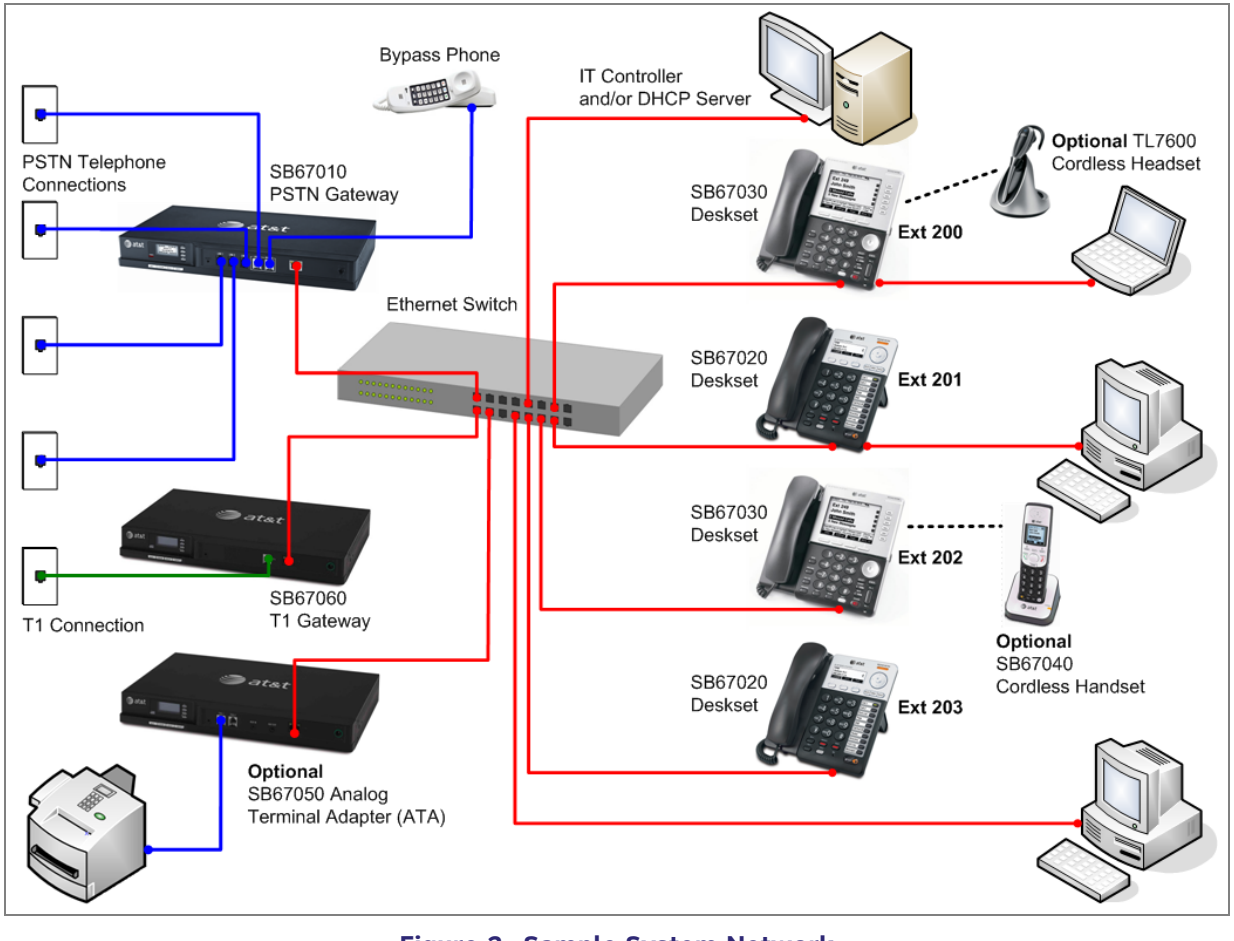


Figure 2. Sample System Network

Deskset Description

Figure 3 identifies and describes the display and key functional areas for the Deskset.

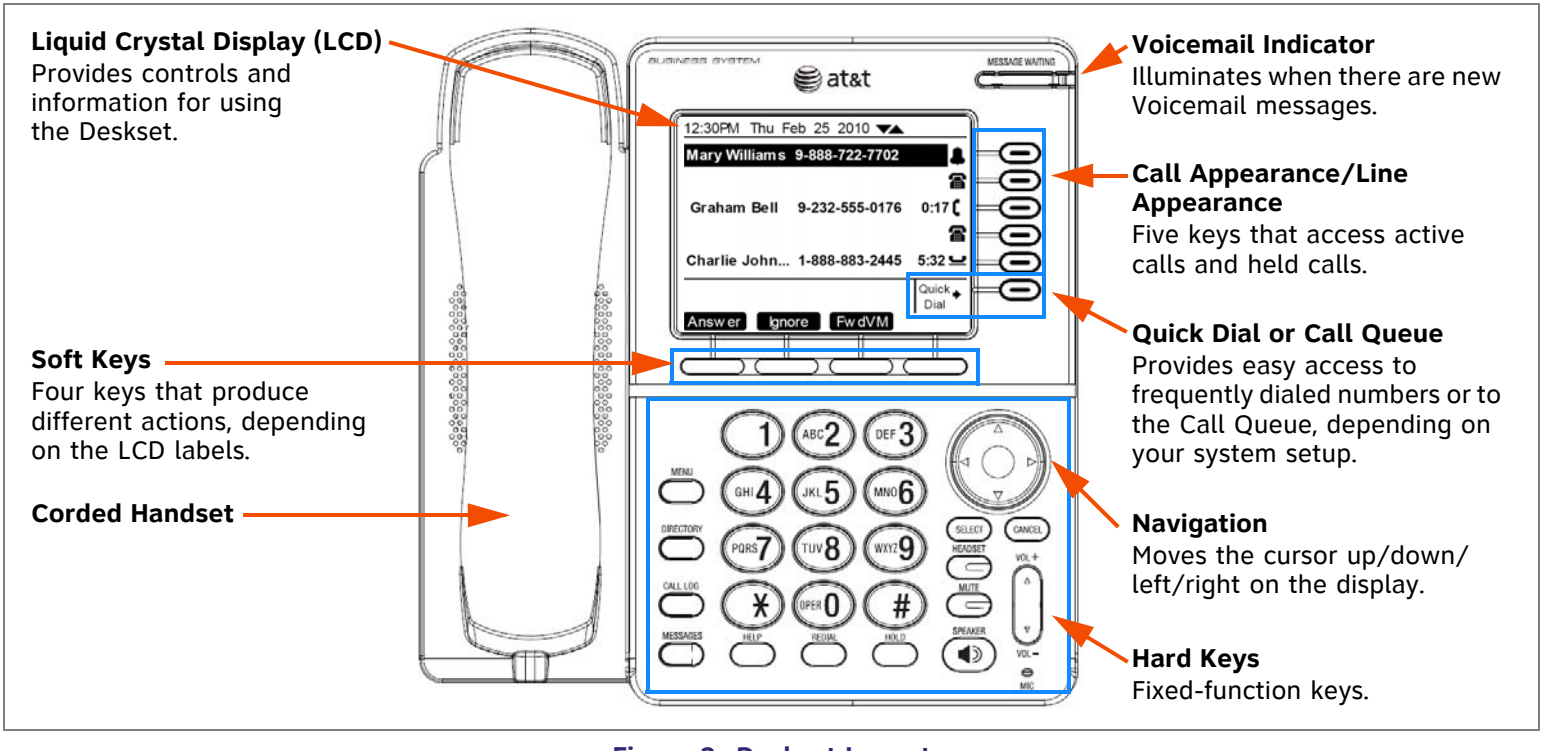


Figure 3. Deskset Layout

Deskset Idle Screen

Figure 4 identifies the basic elements and describes the call functions displayed on the Idle screen in Call Appearance mode. The Idle screen appears when the system is first turned on and when there is no call activity. The display is backlit when you are using it, but the backlight turns off 30 seconds after the most recent button press.

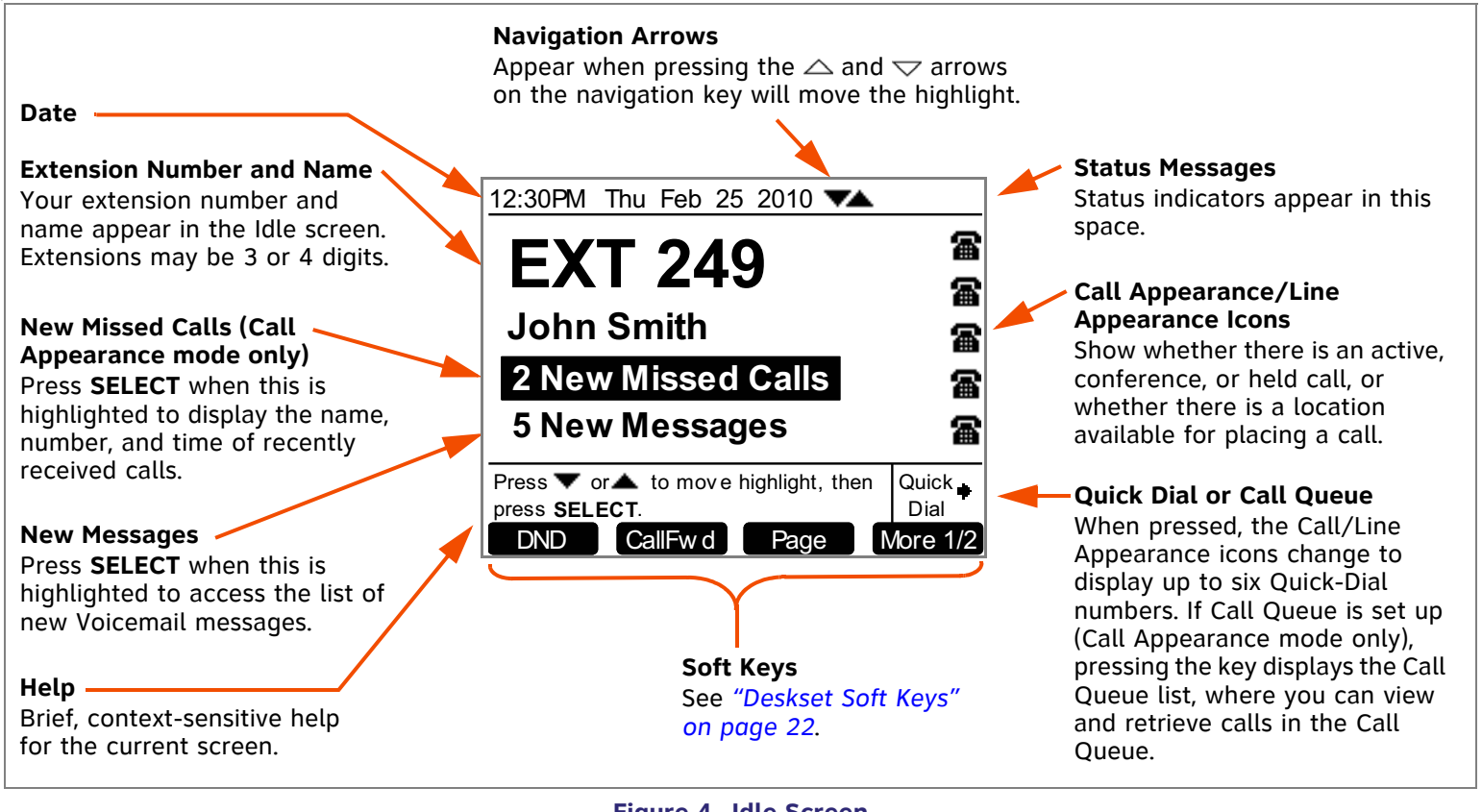

Navigation Arrows
Appear when pressing the ▲ and ▼ arrows on the navigation key will move the highlight.
Date
Extension Number and Name
Your extension number and name appear in the Idle screen. Extensions may be 3 or 4 digits.
New Missed Calls (Call Appearance mode only)
Press SELECT when this is highlighted to display the name, number, and time of recently received calls.
New Messages
Press SELECT when this is highlighted to access the list of new Voicemail messages.
Help
Brief, context-sensitive help for the current screen.
12:30PM Thu Feb 25 2010
EXT 249
John Smith
2 New Missed Calls
5 New Messages
Press ▼ or ▲ to move highlight, then press SELECT.
Quick Dial
DND
CallFwd
Page
More 1/2
Soft Keys
See "Deskset Soft Keys" on page 22.
Status Messages
Status indicators appear in this space.
Call Appearance/Line Appearance Icons
Show whether there is an active, conference, or held call, or whether there is a location available for placing a call.
Quick Dial or Call Queue
When pressed, the Call/Line Appearance icons change to display up to six Quick-Dial numbers. If Call Queue is set up (Call Appearance mode only), pressing the key displays the Call Queue list, where you can view and retrieve calls in the Call Queue.

Figure 4. Idle Screen

Modes of Operation

The system administrator can configure the Synapse system to operate in one of two different modes: Call Appearance mode and Line Appearance mode. All Desksets operate differently in each mode. The appearance mode affects how you make, answer, and manage calls. Each mode provides a unique set of configurable features. This User's Guide includes information about, and procedures for, both Call Appearance mode and Line Appearance mode.

You know when your Deskset is in Call Appearance mode when the Idle Screen displays **New Missed Calls** as shown in Figure 5. The Idle screen appears when the Deskset is first turned on and when there is no call activity. In Line Appearance mode, the Deskset does not display missed calls.

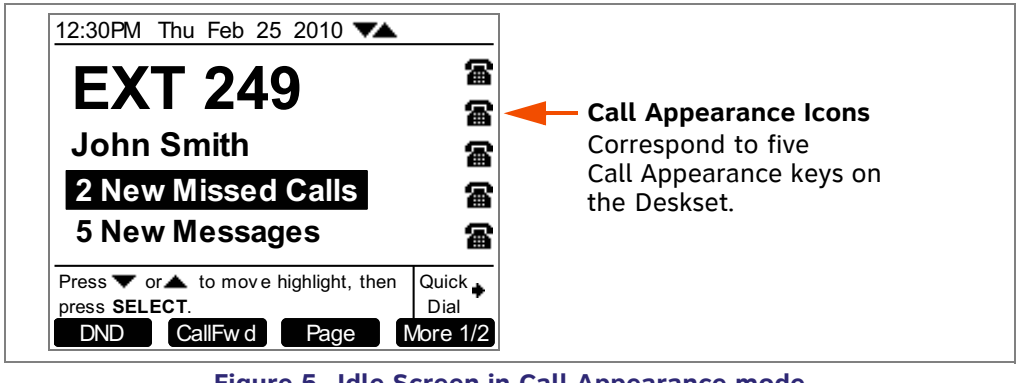


Figure 5. Idle Screen in Call Appearance mode

Call Appearance Mode

In Call Appearance mode, your Deskset has five virtual "lines" on which you can make and receive calls. These lines are called Call Appearances in this User's Guide. You can use Call Appearances for calls to and from external numbers (232-555-0176, for example) or to and from other extensions (Extension 220, for example). You can access each Call Appearance by pressing a Call Appearance key, as shown in *Figure 3 on page 18*.

Line Appearance Mode

In Line Appearance mode, the Idle Screen is as shown in Figure 6.

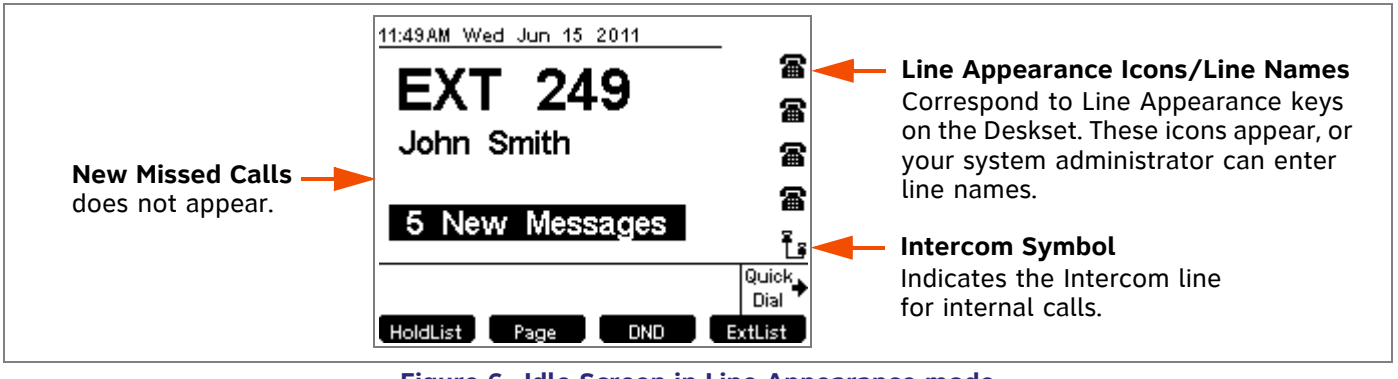


Figure 6. Idle Screen in Line Appearance mode

In Line Appearance mode, each line corresponds to a Line Appearance key on the Deskset as shown in *Figure 3 on page 18*. Unlike Call Appearance mode, each Line Appearance key represents an actual physical line connected to the PSTN Gateway (the Synapse system can have up to four PSTN Gateways providing up to 16 lines). The system administrator can configure your Deskset with up to 4 lines on which you can make and receive external calls. One key is reserved for internal ("Intercom") calls.

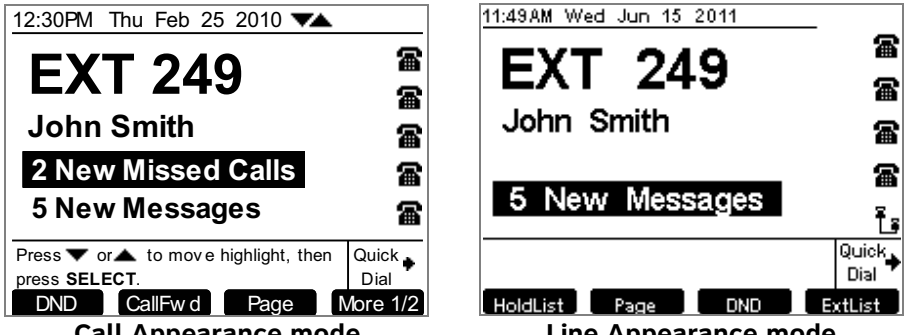
Other Desksets in the system share these lines and display the line status. Incoming calls on a line ring at all Desksets that share that line. The Line Appearance key LED indicates whether a line is ringing, busy, or on hold.

The Line Appearance keys are used for receiving and making calls to external numbers. To call another extension in your office, you must use a separate Intercom key. By default, the Intercom key is the fifth key, but your system administrator can configure additional Intercom keys.

Deskset Soft Keys

The Deskset provides soft keys as illustrated in Figure 7. The soft key labels change according to the current task. For example, if you are forwarding a call, the key labels displayed are different from those displayed if you are making a call. See *"Appendix A: Soft Keys" on page 274* for an alphabetical list of the labels that appear above the soft keys.

Table 2 and Table 3 describe the Deskset Idle screen soft keys, as shown in Figure 7.



Call Appearance mode **Line Appearance mode**

Figure 7. Deskset Idle Screen

Table 2. Idle Screen Soft Keys (Call Appearance Mode)

Key	Description	Key	Description	Key	Description	Key	Description
DND	Turns Do Not Disturb on or off.	CallFwd	Turns Call Forward on or off.	Page	Pages internal extensions.	More 1/2 More 2/2	Moves to the next set of soft keys. If this key appears, there are more than four soft keys available. **More 1/2** indicates that you are on page one of two.
ExtList	Accesses Extension list.	ParkList	Accesses Park list.	LocateHS	Rings the Cordless Handset.		

Table 3. Idle Screen Soft Keys (Line Appearance Mode)

Key	Description	Key	Description	Key	Description	Key	Description
HoldList	Accesses Held Calls list.	Page	Pages internal extensions.	DND	Turns Do Not Disturb on or off.	ExtList	Accesses Extension list.

Deskset Status Indicators

Status indicators appear in the upper right-hand corner of the Deskset display, as shown in Figures 7 and 8.

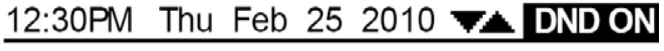


Figure 8. Example of DND On

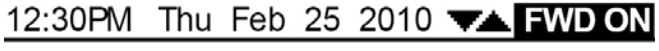


Figure 9. Example of Call Forward On

Status messages include:

- ANS ON — Auto Answer is on **(Call Appearance mode only)**.
- DND ON — Do Not Disturb is on.
- FWD ON — Call Forward All is on **(Call Appearance mode only)**.
- VM Full — Voicemail is full.
- <5 Min — Less than five minutes of Voicemail recording time is available.
- The ringer is silenced.
- 10s — Audible Ring Delay is delayed 10 seconds. The number that appears varies with the delay you have set.

NOTE The silent ringer and the Voicemail indicators alternate with each other and the other status indications. The Do Not Disturb indicator supersedes the Auto Answer and Audible Ring Delay indicators, and the Call Forward All indicator supersedes the Do Not Disturb, Auto Answer, and Audible RIng Delay indicators. When Do Not Disturb is on, there is no indication for Auto Answer or Audible Ring Delay. When Call Forward All is on, the Do Not Disturb, Auto Answer, and Audible RIng Delay indicators do not appear.

Call Indicators in Call Appearance Mode

If your system is set to Call Appearance mode, the five Call Appearance keys and icons, as shown in Figure 10, allow you to manage your calls. The Deskset presents call information next to the Call Appearance keys at the side of the display. When there is an incoming call, the Call Appearance key LED flashes. Icons on the screen identify the status of each call. Press the △ or ▽ navigation key to move the highlight. The soft keys change accordingly. See *"Call Status Icons" on page 27* for a complete description of the available icons.

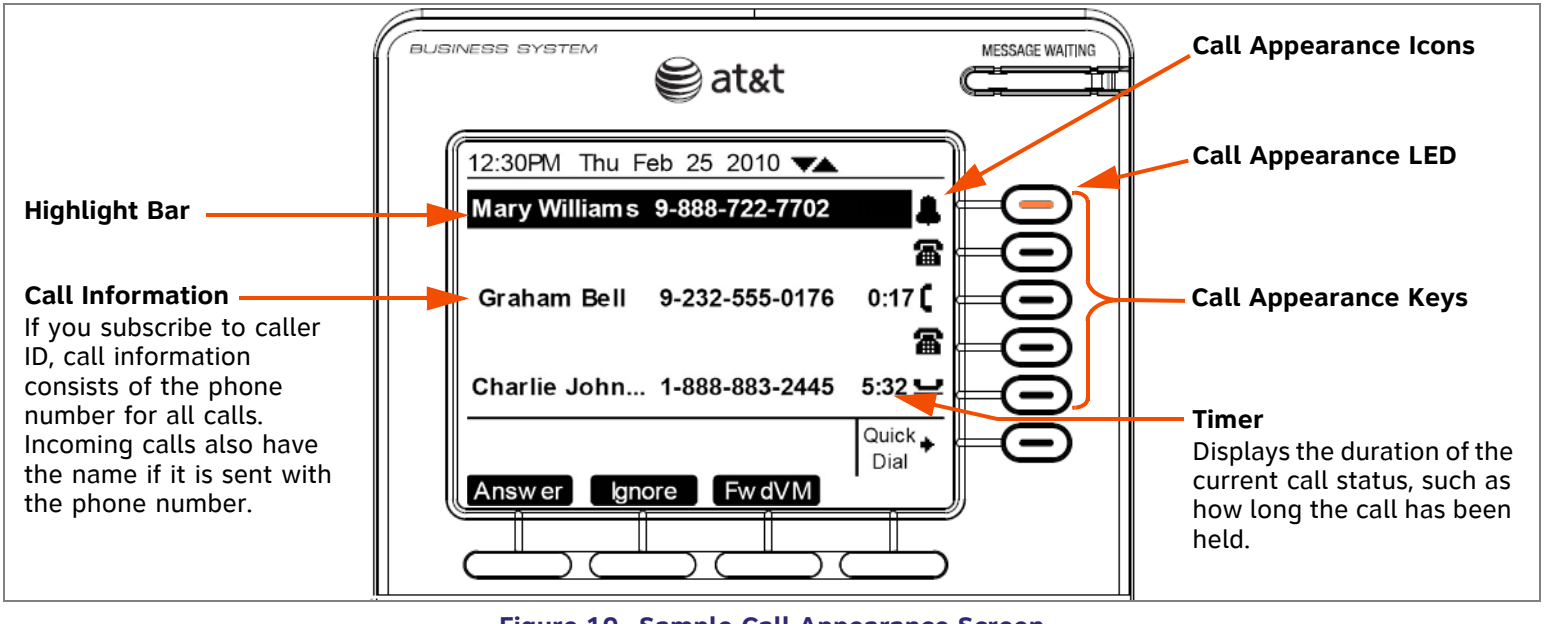

BUSINESS SYSTEM
at&t
MESSAGE WAITING
12:30PM Thu Feb 25 2010
Mary Williams 9-888-722-7702
Graham Bell 9-232-555-0176 0:17
Charlie John... 1-888-883-2445 5:32
Quick Dial
Answer
Ignore
FwdVM
Highlight Bar
Call Information
If you subscribe to caller ID, call information consists of the phone number for all calls. Incoming calls also have the name if it is sent with the phone number.
Call Appearance Icons
Call Appearance LED
Call Appearance Keys
Timer
Displays the duration of the current call status, such as how long the call has been held.

Figure 10. Sample Call Appearance Screen

Conferencing or transferring outside calls requires two Call Appearances, one for each call. When you are in a feature such as the Directory, Call Log, Redial, or Voicemail, pressing a Call Appearance key does not dial a highlighted list entry.

Call Indicators in Line Appearance Mode

If your system is set to Line Appearance mode, the Line Appearance keys and icons, as shown in Figure 10, allow you to manage your calls. The Deskset presents call information next to the Line Appearance keys at the side of the display. When there is an incoming call, the Line Appearance key LED flashes. Icons on the screen identify the status of each call. When there are several lines active, press Line Appearance keys to access calls. The soft keys change accordingly. See *"Call Status Icons" on page 27* for a complete description of the available icons.

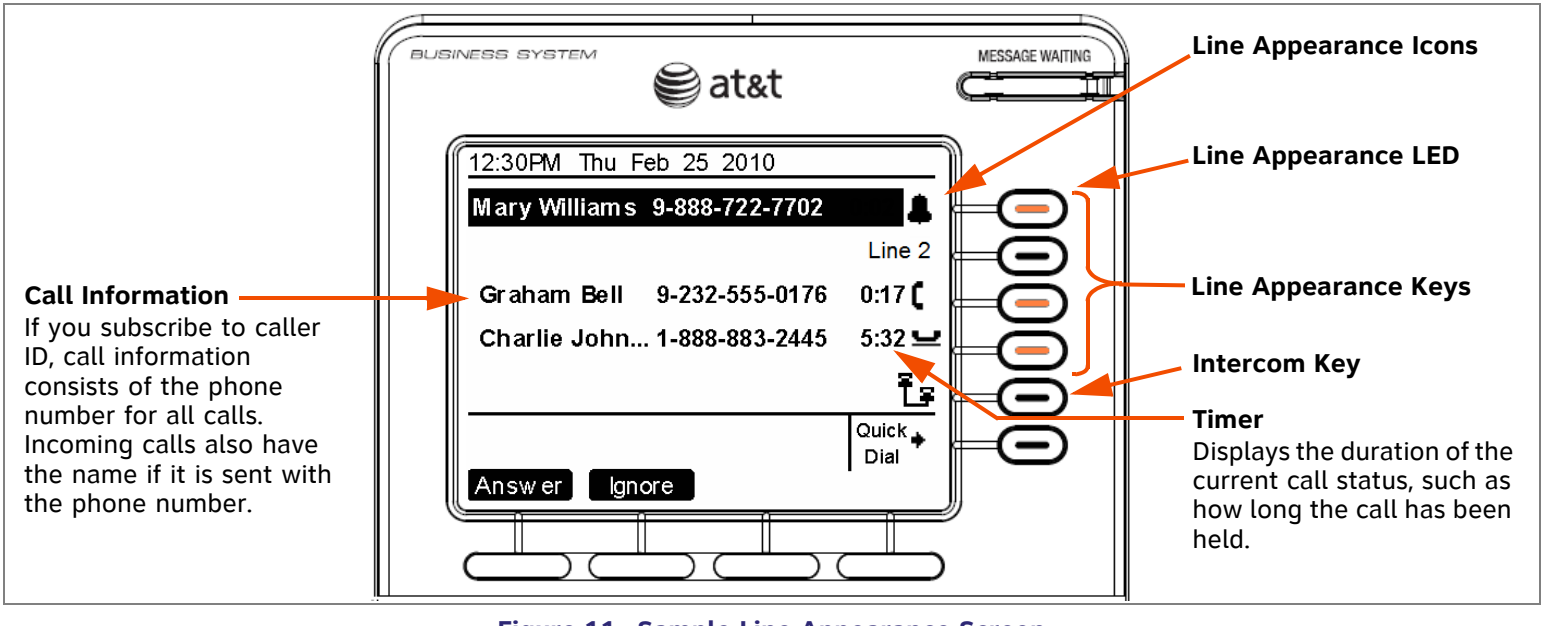

BUSINESS SYSTEM
at&t
MESSAGE WAITING
12:30PM Thu Feb 25 2010
Mary Williams 9-888-722-7702
Line 2
Graham Bell 9-232-555-0176 0:17
Charlie John... 1-888-883-2445 5:32
Quick Dial
Answer
Ignore
Call Information
If you subscribe to caller ID, call information consists of the phone number for all calls. Incoming calls also have the name if it is sent with the phone number.
Line Appearance Icons
Line Appearance LED
Line Appearance Keys
Intercom Key
Timer
Displays the duration of the current call status, such as how long the call has been held.

Figure 11. Sample Line Appearance Screen

Call Status Icons

Table 4 shows and describes the call status icons.

Table 4. Deskset Call Status Icons

Icon	Status	Icon	Status
	Available Indicates an available Call Appearance (or Line Appearance if the system administrator has not named your lines). Lifting the corded handset changes the icon from Available to Off Hook.		**Incoming Call** Indicates an incoming call when there are no other calls.
	Intercom (Line Appearance mode only) Indicates an available Intercom line for internal calls.		**Ringing** Flashes for incoming calls when there are other calls. This icon also appears when there is an incoming call with no other calls.
	Off Hook Indicates that you have lifted the corded handset, pressed **SPEAKER** or **HEADSET**, or you are on a phone call.		**Silenced Ring** Flashes to indicate an ignored incoming call.
	Predial (Call Appearance mode only) Indicates that you have pressed at least one dial-pad key. These numbers are dialed when you go off hook.		**Ring Group Ringing (Call Appearance mode only)** Flashes for incoming Ring Group calls when there are other calls. This icon also appears when there is an incoming Ring Group or Call Queue call with no other calls.
	Message Recording (Call Appearance mode only) This icon indicates that a message is being recorded.		**On Hold** Flashes when the line is on hold.

Table 4. Deskset Call Status Icons (Continued)

Icon	Status	Icon	Status
	Conference Indicates a conference call.		**Conference On Hold** Flashes when a conference call is on hold.
	Cordless Handset (Call Appearance mode only) This icon indicates that the optional Cordless Handset is currently in control of operations.		

Call Status LEDs

The Call Status LED flash patterns indicate call status as described in Table 5. In Call Appearance mode, the LEDs indicate call status for a single Deskset. In Line Appearance mode, all Desksets that share lines also display the same LED activity. For example, if someone puts a call on line 3 on hold, the Line Appearance key for line 3 flashes slowly on all the Desksets that share PSTN line 3.

Table 5. Deskset Call Appearance LED Activity

LED Activity	Description
Off	No Call
Steady On	Active Call
Fast Flash	Ringing Call
Slow Flash	Held Call

Deskset Hard Keys

The hard keys include the standard telephone dial-pad keys and a set of function keys defined in Figure 12.

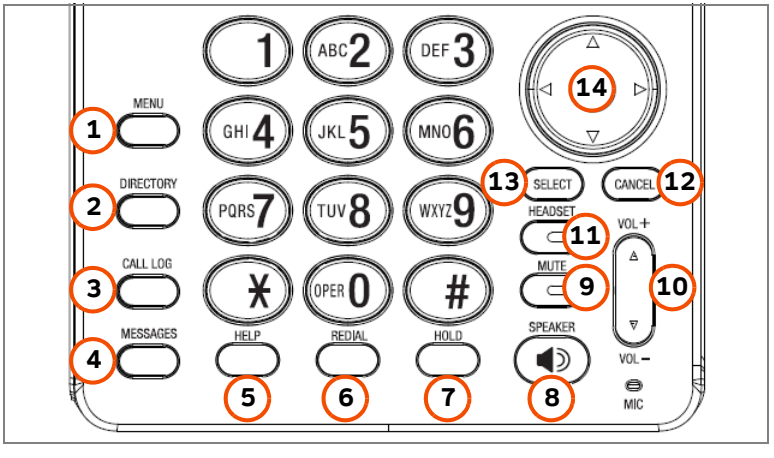


Figure 12. Deskset Function Keys

1. MENU	Accesses the configuration menu.	**8. SPEAKER**	On a call, switches voice to and from the speakerphone. Can be used to answer or start a call, or to hang up.
2. DIRECTORY	Accesses the Directory.	**9. MUTE**	On a Deskset, turns mute on and off. Does not mute the optional Cordless Headset.
3. CALL LOG	Accesses the incoming Call Log.	**10. VOL+/VOL–**	Increases/decreases the ringer and voice volume.
4. MESSAGES	Accesses Voicemail.	**11. HEADSET**	Routes audio to corded headset or Cordless Headset. Can be used to go off hook.
5. HELP	Accesses Help.	**12. CANCEL**	Cancels the most recent operation and returns to previous function.
6. REDIAL	Accesses the Redial list.	**13. SELECT**	Usually selects a highlighted option. Highlighted phone numbers are dialed.
7. HOLD	Places current active call on hold.	**14. Navigation**	Moves the cursor up/down/left/right on the display.

Deskset Dial-Pad Entry

Use the dialing keys to enter alphabetical characters into a text field. Digits 2, 3, 4, 5, 6, and 8 have three assigned letters, while digits 7 and 9 have four assigned letters, as shown in Figure 13. To enter a space, press **1**. The keys function as follows:

1. Pressing the dialing key once enters the upper case first letter on the key.
2. Pressing the dialing key twice enters the upper case second letter on the key.
3. Pressing the dialing key three times enters the upper case third letter on the key.
4. Pressing the dialing key four times enters the number, or the upper case fourth letter for keys **7** and **9** that require an additional press to cycle into lower case letters.
5. Pressing the dialing key five times enters the lower case first letter on the key.
6. Pressing the dialing key six times enters the lower case second letter on the key.
7. Pressing the dialing key seven times enters the lower case third letter on the key.
8. Pressing the key further cycles through the letters again.

Figure 13. Dial Pad

The **#** and ***** keys have been assigned special characters, as shown in Figure 14. Repeatedly pressing these keys cycles through each special character in the order shown.

	Deskset Special Characters					
Key Press	1st	2nd	3rd	4th	5th	6th
#	#	‘	,	–	.	&
*	*	?	!	/	(	)

Figure 14. Deskset Special Character Assignment

Deskset Confirmation Screens

Confirmation screens require that you confirm a choice by pressing Yes or No, as shown in Figure 15.

Figure 15. Confirmation Screen

Deskset Notification Screens

Notification screens appear briefly to alert you that an action has been completed, provide a status update, or give a warning, as shown in Figure 16.

> **NOTE** The notification message box overlays the previous screen to help provide context for the message. While the notification is displayed on the screen, ignore any soft keys and Help message on the screen below the notification message box.

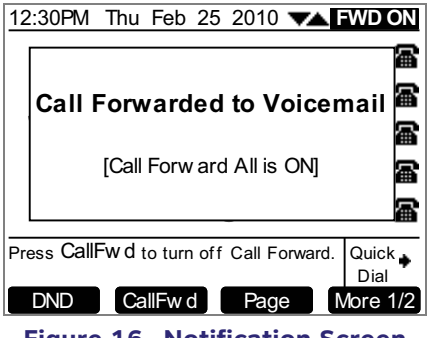


Figure 16. Notification Screen

Using the Deskset Speakerphone

When the speakerphone is active, the **SPEAKER** hard key is backlit.

To use the speakerphone:

- To initiate a call, press **SPEAKER**. The key becomes backlit and you hear dial tone. Begin dialing.
- To end a call, press **SPEAKER**. The key backlight goes out.
- During an active call, if you are using the corded handset or any corded or Cordless Headset, pressing **SPEAKER** switches audio to the speakerphone. If the corded handset is not "hung up," pressing **SPEAKER** changes between the corded handset and the speakerphone.

Using Deskset Help Screens

In addition to the brief Help messages at the bottom of each screen, you can view more Help on the Deskset screen. These are very brief descriptions of how to use some of the features.

To use the Deskset Help:

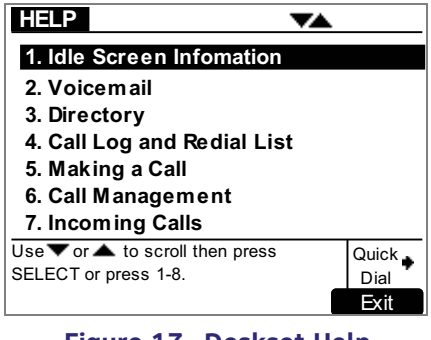


Figure 17. Deskset Help

1. Press **HELP** to see a menu of features. Figure 17 shows the Help menu in Call Appearance mode. The Help menu in Line Appearance mode is slightly different.
2. Press the △ or ▽ navigation key to highlight the desired feature.
3. Press **SELECT**.
4. Press Exit to exit the Help.

Auto Attendant Information

NOTE This section applies to Call Appearance mode only.

When set to Call Appearance mode, the Synapse telephone system features an Auto Attendant that answers incoming calls and automatically transfers them to a Synapse extension or extensions. The targets for these transfers may depend on the time of day. The Auto Attendant's interactive voice menu guides callers to the desired extension.

You may want to give your extension number to frequent callers so they can easily dial your extension number when the Auto Attendant answers and asks the caller to enter your extension or to spell your name using the dial keys.

When the Auto Attendant is disabled, all outside calls go to the system operator or to a target that the system administrator designates, which could be a group of extensions.

Caller Options

Until callers get through to a live person, they can press **0** at any time to redirect their call to the system operator, if one has been designated and if the system administrator has enabled this feature.

When a caller is redirected to Voicemail, the caller has the option to press **5** to skip the greeting.

[**T1**] If your system includes the T1 Gateway and your system administrator has set up Direct Inward Dialing, callers can dial the Direct Inward Dial telephone number to reach you directly, bypassing the auto attendant. Your callers can also call your company's main number and be transferred to your extension.

The Auto Attendant may be set up so that callers can access the Auto Attendant directory. This allows callers to use any touch tone phone's dial pad to spell your name, followed by pressing the pound (#) sign, to reach your extension.

SB67040 Cordless Handset (Optional)

The optional Cordless Handset, shown in Figure 18, supports most functions of the Deskset in Call Appearance mode, including hands-free speakerphone, once it is registered to your Deskset. Use your AT&T SB67030 Deskset to register your Cordless Handset. See *"Registering an Optional Cordless Handset" on page 210*.

NOTE

The Cordless Handset cannot be used in Line Appearance mode. When the Synapse system is in Line Appearance mode, you cannot register the Cordless Handset to your Deskset.

Figure 18. SB67040 Cordless Handset

Cordless Handset Description

Figure 19 and *Figure 20 on page 36* illustrate and describe the Handset external features.

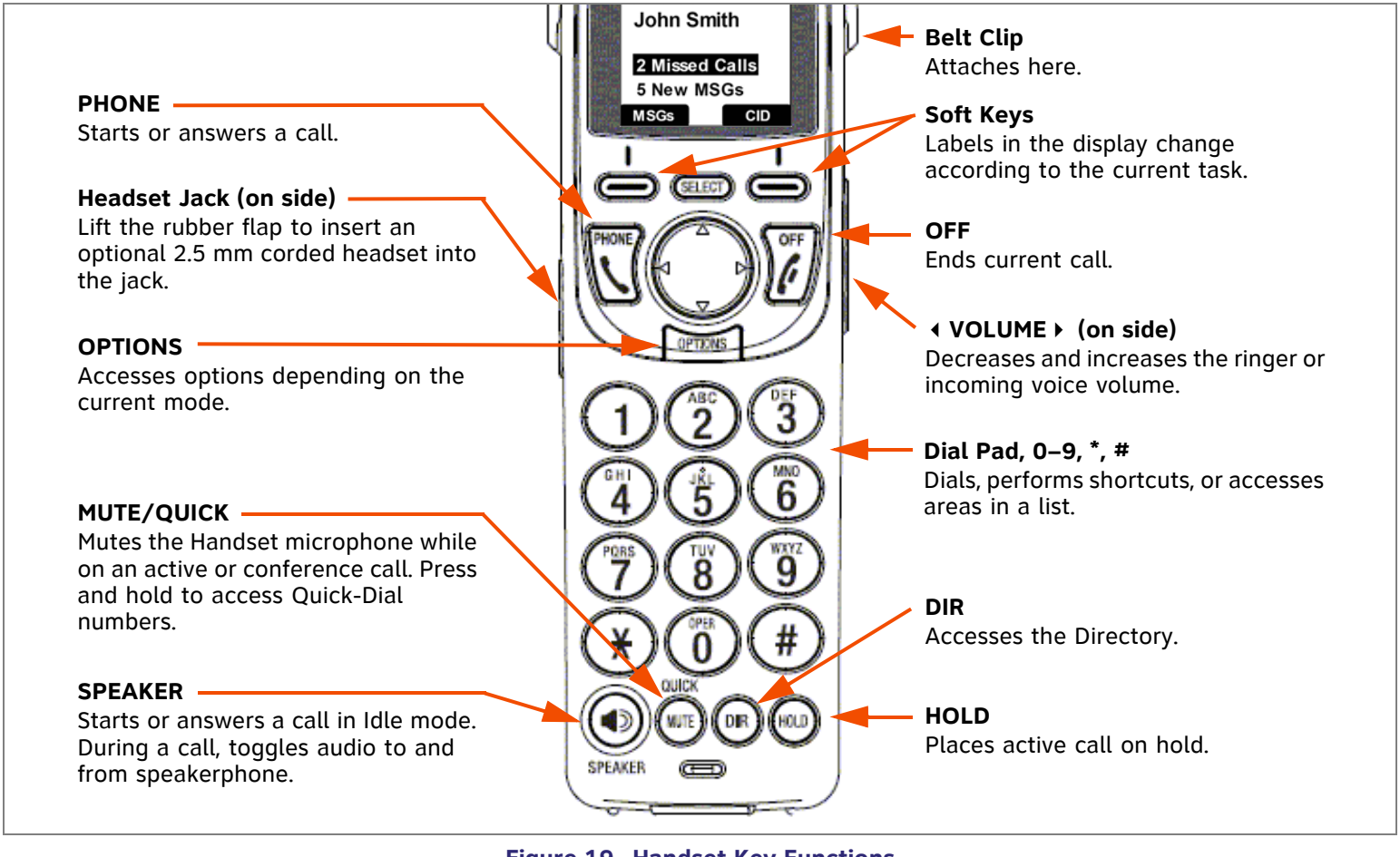


Figure 19. Handset Key Functions

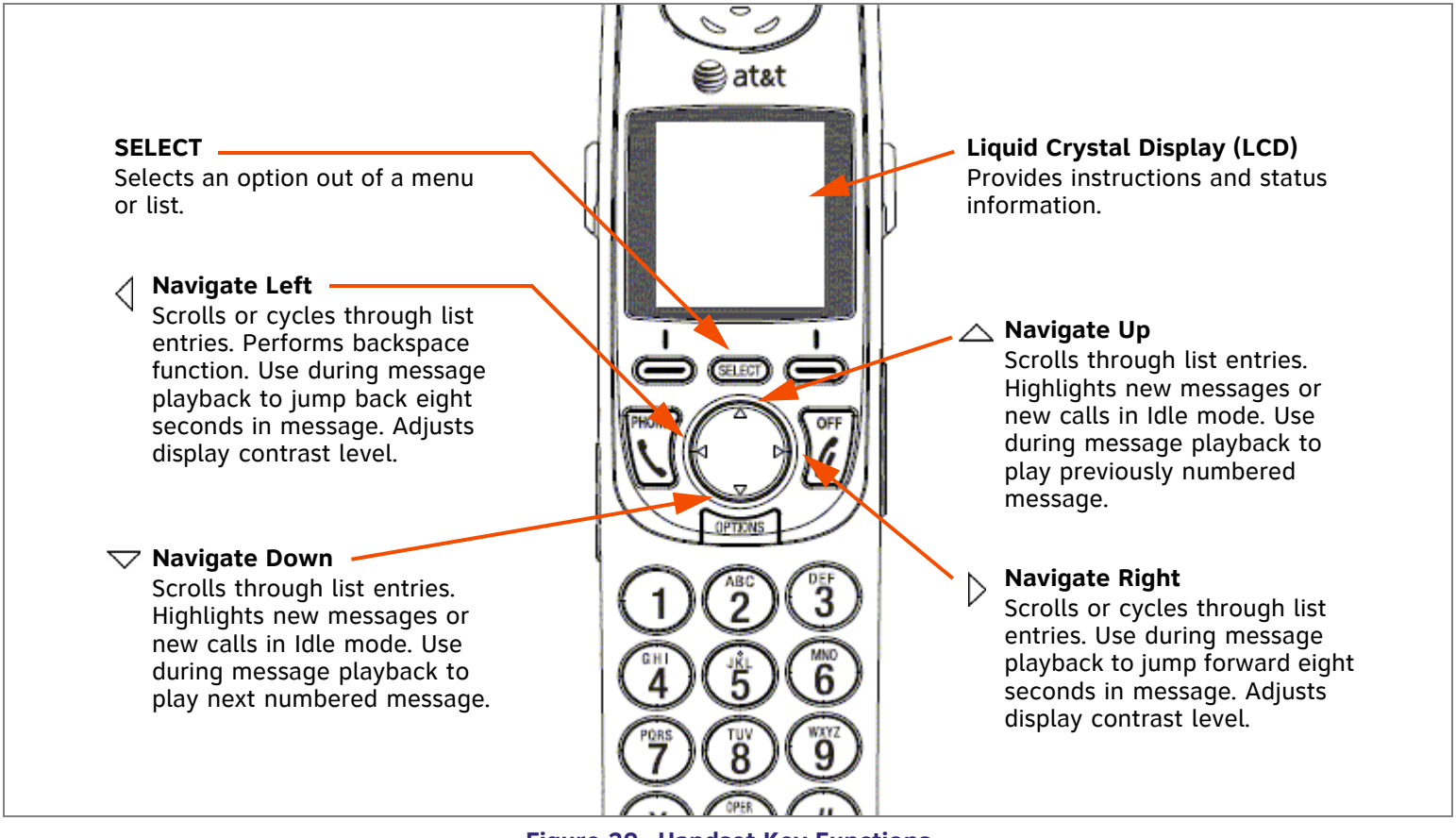

SELECT
Selects an option out of a menu or list.
Navigate Left
Scrolls or cycles through list entries. Performs backspace function. Use during message playback to jump back eight seconds in message. Adjusts display contrast level.
Navigate Down
Scrolls through list entries. Highlights new messages or new calls in Idle mode. Use during message playback to play next numbered message.
Liquid Crystal Display (LCD)
Provides instructions and status information.
Navigate Up
Scrolls through list entries. Highlights new messages or new calls in Idle mode. Use during message playback to play previously numbered message.
Navigate Right
Scrolls or cycles through list entries. Use during message playback to jump forward eight seconds in message. Adjusts display contrast level.
at&t
SELECT
OFF
OPTIONS
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ

Figure 20. Handset Key Functions

Cordless Handset Liquid Crystal Display (LCD)

The Idle screen shown in Figure 21 appears when the Handset screen is on with no active or held calls.

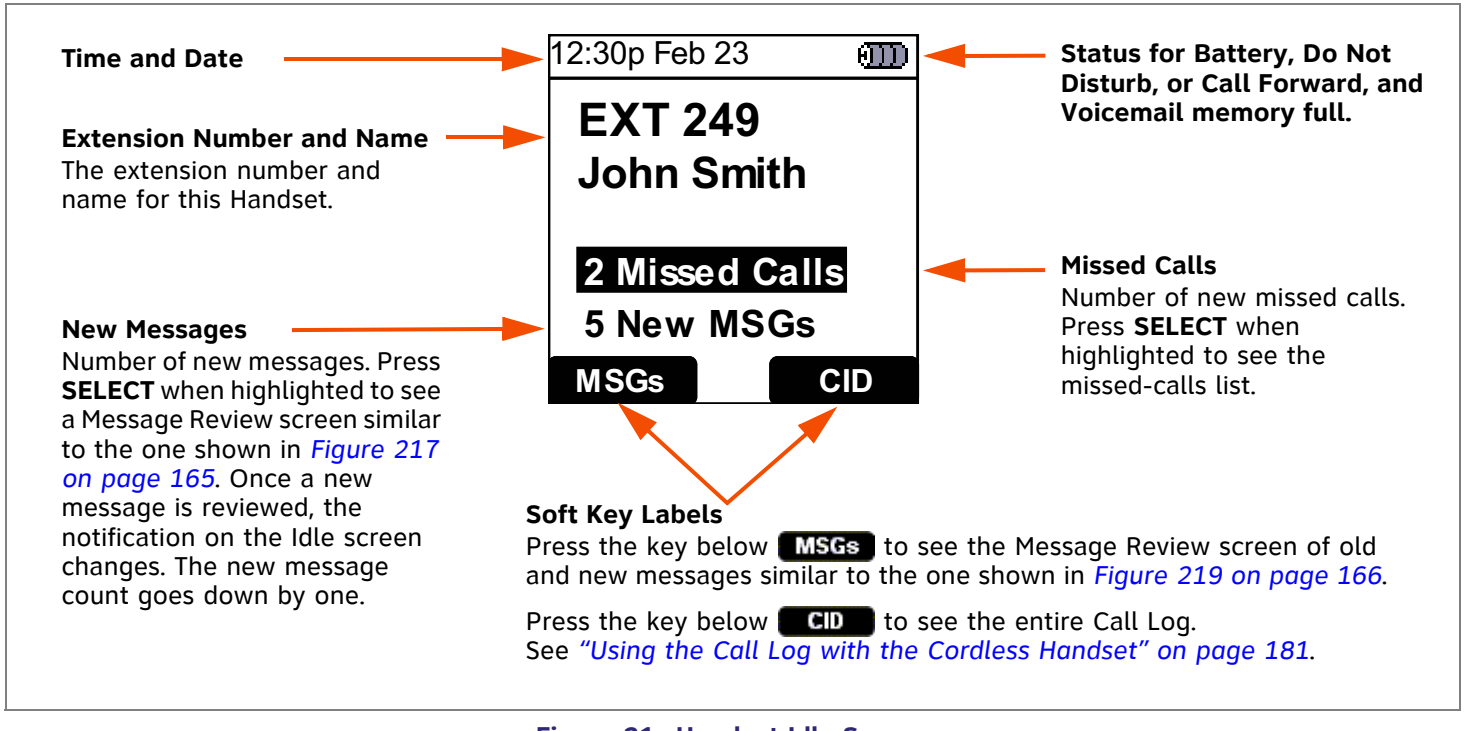

Time and Date
12:30p Feb 23
Status for Battery, Do Not Disturb, or Call Forward, and Voicemail memory full.
Extension Number and Name
The extension number and name for this Handset.
EXT 249
John Smith
2 Missed Calls
5 New MSGs
Missed Calls
Number of new missed calls. Press SELECT when highlighted to see the missed-calls list.
New Messages
Number of new messages. Press SELECT when highlighted to see a Message Review screen similar to the one shown in Figure 217 on page 165. Once a new message is reviewed, the notification on the Idle screen changes. The new message count goes down by one.
MSGs
CID
Soft Key Labels
Press the key below MSGs to see the Message Review screen of old and new messages similar to the one shown in Figure 219 on page 166.
Press the key below CID to see the entire Call Log.
See "Using the Call Log with the Cordless Handset" on page 181.

Figure 21. Handset Idle Screen

NOTE The Handset updates its status during use. There is a brief delay and the Handset screen goes blank. The Handset does not respond to key presses during this update process.

The Handset provides other types of screens to assist you, as shown in Table 6.

Table 6. Cordless Handset Screen Types

<table>
<tr>
<td colspan="4">The highlighted entry in the Incoming Call screen displays name and number (if available). The other entries display name only.

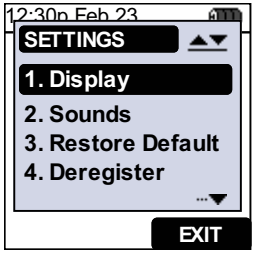
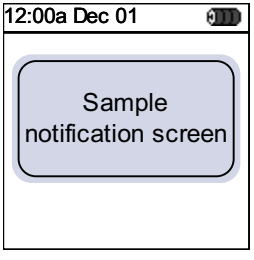
Incoming Call

Additional Incoming Calls
Incoming Call Screen</td>
</tr>
<tr>
<td>

List Screen</td>
<td>List screens display a name and phone number for each entry. A Call Log entry also displays the time called. Press the ▲ or ▼ navigation key to cycle through entries. The left and right arrows on either side of the name in Call Log entries indicate that you can press the ◀ or ▶ navigation key to view dialing options.</td>
<td></td>
<td>

Confirmation Screen</td>
<td>Confirmation screens require that you confirm a choice by pressing YES or NO.</td>
</tr>
</table>

Table 6. Cordless Handset Screen Types (Continued)

 **Interaction Screen**	**Interaction screens** display lists of choices you can make. To access items in the Handset menus, you can either use the navigation key to highlight the function and press **SELECT** or press a dial-pad key. The procedures in this guide use the dial-pad entry as the preferred method for selecting a function.		 **Notification Screen**	**Notification screens** alert you that an action has been completed, provide a status update, or give a warning.

Cordless Handset Soft Keys

The Handset provides soft keys as illustrated in *Figure 21 on page 37*. The Handset soft keys provide a variety of functions determined by the current action. If you are forwarding a call, for example, the soft keys displayed are different from those displayed if you are making a call. See *"Appendix A: Soft Keys" on page 274* for an alphabetical list of the labels that appear above the soft keys.

Cordless Handset Screen Icons

The Handset screen icons provide an indication of Handset activity. Table 7 lists and describes the screen icons you might see.

Table 7. Cordless Handset Screen Icons

Icon	Function	Description	Icon	Function	Description
	Navigate up or down list	Present whenever the △ or ▽ navigation key can be used to move the highlight bar to the next or previous entry in a list.		Conference on hold	Appears when a conference call is placed on hold.
	Incoming ring or ringer on	Appears during an incoming call, or during volume control.		Speaker or page	Appears when you switch to speakerphone or when paging.
	Silenced incoming ring or ringer silenced (muted)	Appears during an incoming call, or during volume control.		Headset in use	Appears when a Headset is on a call.
	Active call (off hook)	Present during an active call.		Voicemail message	Appears in the Call Log to indicate that a caller has left a Voicemail message.
	Conference	Present during a conference call.		Message playback navigation	Present during message playback to indicate that there are additional messages before or after this one.
	Call on hold	Appears when a call is placed on hold.		Deskset in use	Appears when the Deskset is off hook.

Using the Cordless Handset Speakerphone

When the speakerphone is active, the **SPEAKER** hard key is lit. In Idle or Dial mode, this hard key behaves like **PHONE**, except that audio is from the speakerphone.

To use the speakerphone:

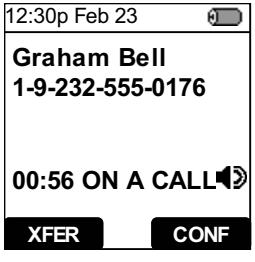


Figure 22. Speakerphone

- To initiate a call, press **SPEAKER**. The key becomes lit, you hear a dial tone, and the screen shown in Figure 22 appears. You can dial.
- To end a call, press **OFF**. Pressing **SPEAKER** does not hang up calls. The key backlight goes out and the Idle screen shown in *Figure 21 on page 37* appears.
- During an active call, pressing **SPEAKER** switches audio between the Handset and the speakerphone.

Switching Between Deskset and Cordless Handset

When you are on a call at a Deskset and you need to move away from the Deskset, switch the call to the Cordless Handset.

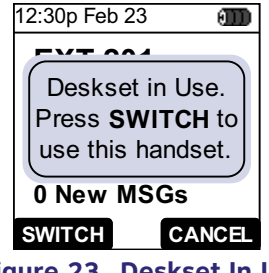


Figure 23. Deskset In Use

To switch a call from Deskset to Handset:

1. On the Handset, press **PHONE**. The Deskset-in-use notification screen shown in Figure 23 appears.
2. Press **SWITCH** on the Handset.

To switch a call from Handset to Deskset:

1. On the Deskset, press the lit Call Appearance key, or press **SPEAKER**.

Deskset/SB67040 Cordless Handset Comparison

The following Deskset features are limited on the Handset:

Paging	You can send pages only to all extensions (not to Paging Zones) from the Cordless Handset, but you cannot receive them. See *"Paging with the Cordless Handset" on page 192*. [**ATA**] If your Synapse system includes an optional Overhead Paging (OHP) system, you cannot send pages though it.
View other held calls	You can cycle though held calls in the Call Deck. See *"Call Deck" on page 92*. On the Deskset, held calls are listed on the screen.
View simultaneous incoming calls	You can cycle through simultaneous incoming calls. See *"Multiple Incoming Calls" on page 77*. On the Deskset, multiple incoming calls are listed on the screen.
View Voicemail list	You can cycle through individual Voicemail records. See *"Retrieving Personal Voicemail with the Cordless Handset" on page 165*. On the Deskset, Voicemail record are listed on the screen.
Forward message to extension	You can forward messages to a three-digit extension, but with limited functionality. See *"To forward a message:" on page 169*. On the Deskset, you can add an introductory message, forward a message to multiple extensions, and forward messages to four-digit extensions.
Directory	You can access the Directory and choose to see all, personal, or system lists, but you cannot change the sort order or create new Personal Directory entries. See *"Accessing the Directory with the Cordless Handset" on page 138*.
Speakerphone Key	You can route audio to or from the speakerphone and pick up calls by pressing **SPEAKER**, but **SPEAKER** does not hang up calls. See *"Using the Cordless Handset Speakerphone" on page 41*.

In addition, the following Deskset features are **not** available on the Handset:

- Operation in Line Appearance mode
- Record a Voicemail greeting
- Copy Call Log entries or Redial numbers into your Personal Directory list
- Create, edit, or delete your Personal Directory list
- Program Quick-Dial entries
- Call screening
- Auto Answer
- Access to Group Mailboxes
- Turning DND and Call Forward All on or off
- Voicemail Distribution
- Audible Ring Delay
- Ring Group icon
- Call Queue.

Deskset-Handset Interaction

This section identifies similarities and operating interactions between the Deskset and the optional SB67040 Cordless Handset in Call Appearance mode.

Answering a Call While Another Device is on a Call

The Deskset, Cordless Handset, and Cordless Headset all share the same extension number. If there is an active call, it must be placed on hold before other calls can be placed or answered by one of the other extension devices. You must also switch control to the device you want to use.

Incoming Calls

Incoming Calls appear on the Deskset and Cordless Handset, and both devices ring. If one device answers the call, the other device stops ringing but its Call Appearance indicators reflect the status of the call. This behavior allows an additional incoming call to appear on either device. If there is a subsequent incoming call, the device currently on an active call emits an abbreviated ringtone but the other device does not.

Held Calls

Both the Handset and Deskset display held calls. The Deskset shows held calls in the Call Appearance screen. The Handset displays the current held call with an option to cycle through the Call Deck (see *"Call Management" on page 79*) using the △ or ▽ Navigation key. When there are held calls, either device can retrieve a held call.

Clocks

The Handset and the Deskset show the current date and time. The clocks on each of the devices run independently, and the system updates the real time frequently. Because the clocks are independent, there may be occasions when the time shown on each is slightly different.

Status

The Handset and the Deskset show the current DND and Call Forward All status. They also show the same notifications for new calls and new messages. This status is broadcast from the Deskset to the Cordless Handset as new events occur. This ensures the Handset status remains the same as the Deskset status.

Cordless Handset Battery Charging

Place the Handset in the charger when not in use. When fully charged, the Handset battery provides approximately five hours of talk time or three days of standby time.

To charge the Handset battery:

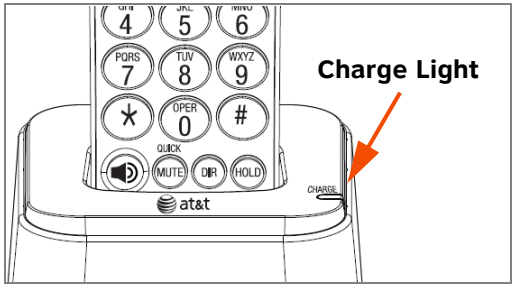


Figure 24. Handset in Charger

Place the Handset in the charger, as shown in Figure 24.

- The **CHARGE** light is on when the Handset is charging.
- If the Handset has not yet been registered, the **Register** screen shown in Figure 25 appears within 15 seconds. Follow the directions on the screen to register the Handset to a Deskset. See *"Registering an Optional Cordless Handset" on page 210*.

Figure 25. Register Screen

Cordless Handset Low Battery Notification

When the battery is low, the Handset emits an alert tone and displays the notification screen shown in Figure 26.

To handle low battery notification:

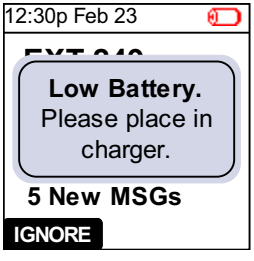


Figure 26. Low Battery

1. Press IGNORE to exit the notification screen.
2. Place the Handset into the charger.

NOTE If the Handset stops working when you are on a call because of low battery charge, that call is automatically held on the Deskset.

Power-Save Mode

If you are not on an active call and press no keys for 30 seconds, the screen backlight turns off to save power. Press any key to turn the backlight on.

Cordless Handset Link Loss Notification

If the Handset leaves the operating range of the Deskset, or if there is radio frequency (RF) interference, a **Lost connection with Deskset** notification screen appears, as shown in Figure 27, and the Handset searches for the Deskset. If the Deskset is not found within five seconds, the **Searching for Deskset...** notification screen appears. If you see either of these screens, move closer to the Deskset.

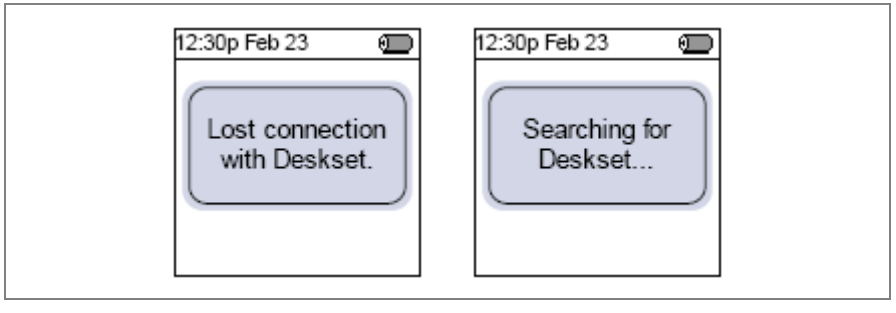


Figure 27. Link Loss Notification Screens

If you are on a call when you lose the connection, the call is placed on hold. (The Deskset Call Appearance icon for that call changes from to .) When you reestablish the connection, you can take the call off hold and continue the conversation.

Searching a List Using the Cordless Handset Dial Pad

To search for a list entry:

Figure 28. Directory

1. Press **DIR** to display the Directory shown in Figure 28.

   OR

   Press **OPTIONS**, then **4** to display the Extension list.

2. Pressing a dial-pad key causes a letter to display in the center of the Handset screen. See *"Dial-Pad Entry" on page 49* for more information on dial-pad keys. The Handset finds a name that begins with that letter. If there is no name starting with that letter, the Handset finds the next name in the alphabet. For example:

   - You press **5** twice to enter **K**. If an exact match is found, the highlight bar moves to that entry.
   - You press **5** three times to enter **L.** If the Handset cannot find an exact match, the highlight bar moves to the entry with the next closest alphabetical match.

Dial-Pad Entry

Use the dialing keys to enter alphabetical characters to search the Directory and Extension lists. See *"Accessing and Managing Items in Lists with the Cordless Handset" on page 122*. Digits 2, 3, 4, 5, 6, and 8 have three assigned letters, while digits 7 and 9 have four assigned letters. The keys function as follows:

1. Pressing the dialing key once displays names starting with the first letter on the key.
2. Pressing the dialing key twice displays names starting with the second letter on the key.
3. Pressing the dialing key three displays names starting with enters the third letter on the key.
4. Pressing the dialing key four times displays names starting with the number, or the fourth letter for keys **7** and **9** that require an additional press to cycle into lower case letters.
5. Pressing the key further cycles through the letters again.

The **#** and ***** keys have been assigned special characters, as shown in Figure 29. Repeatedly pressing these keys cycles through each special character in the order shown.

	[Handset] Cordless Handset Special Characters					
Key Press	1st	2nd	3rd	4th	5th	6th
#	**#**	**&**	**'**	**-**	**.**	**@**
*****	**!**	**(**	**)**	*****	**+**	**?**

Figure 29. Handset Special Character Assignment

NOTE The Handset dial-pad keys are a little different from the Deskset dial-pad keys. All characters are uppercase, and the special characters are different.

TL7600 Cordless Headset (Optional)

This optional Cordless Headset, shown in Figure 30, provides a 500-foot range and easy one-button answering once it is registered to your Deskset. Use your AT&T SB67030 Deskset to register your Cordless Headset. See *"To register the TL7600 Cordless Headset:" on page 213*.

Figure 30. Optional TL7600 Cordless Headset

Cordless Headset Description

NOTE

The registration process described in the manual that comes with the Cordless Headset is not appropriate for the Deskset, which requires a different process. The correct process is described in *"To register the TL7600 Cordless Headset:" on page 213*.

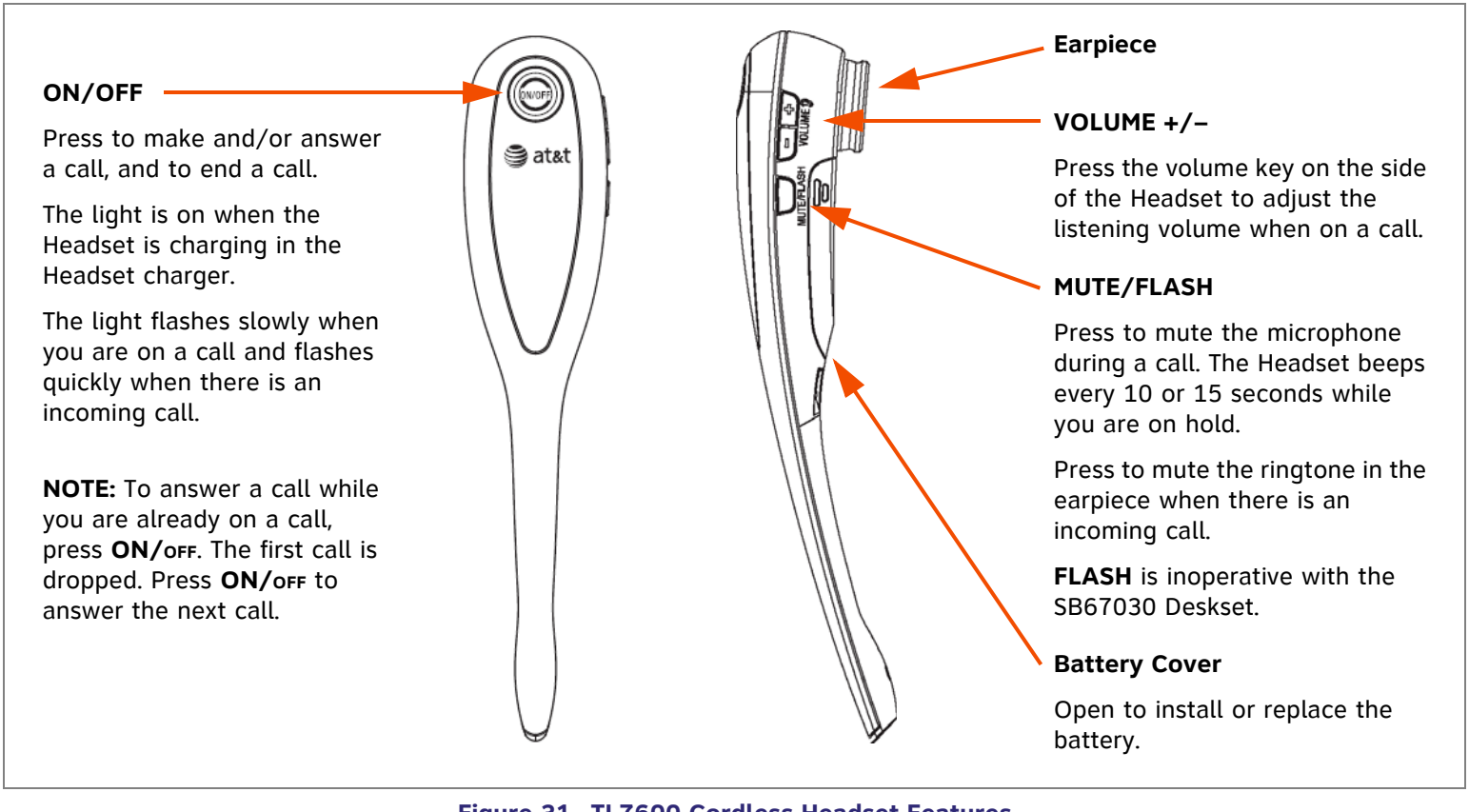

ON/OFF
Press to make and/or answer a call, and to end a call.
The light is on when the Headset is charging in the Headset charger.
The light flashes slowly when you are on a call and flashes quickly when there is an incoming call.
NOTE: To answer a call while you are already on a call, press ON/OFF. The first call is dropped. Press ON/OFF to answer the next call.
at&t
ON/OFF
VOLUME
MUTE/FLASH
Earpiece
VOLUME +/–
Press the volume key on the side of the Headset to adjust the listening volume when on a call.
MUTE/FLASH
Press to mute the microphone during a call. The Headset beeps every 10 or 15 seconds while you are on hold.
Press to mute the ringtone in the earpiece when there is an incoming call.
FLASH is inoperative with the SB67030 Deskset.
Battery Cover
Open to install or replace the battery.

Figure 31. TL7600 Cordless Headset Features

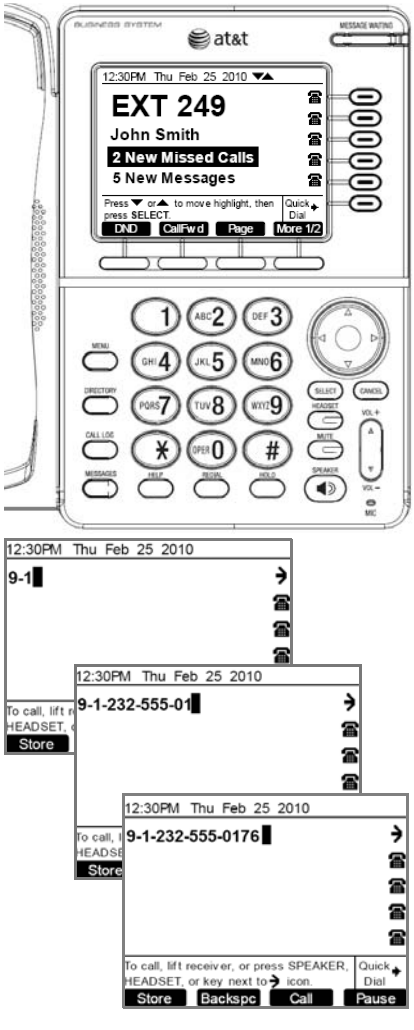
Cordless Headset Operation

Table 8. TL7600 Cordless Headset Operation

Function	Description	Operation
Ringtone silencing		Press **MUTE/FLASH** to temporarily silence the ringtone in the Headset earpiece. This silences the ringtone without disconnecting the call. The next incoming call rings normally at the preset volume. NOTE The Headset does not have an external ringer. When you receive calls, the Headset earpiece plays a ringtone.
Volume control		While on a call, press the **VOLUME +/–** keys on the side of the Headset to adjust the listening volume.
Mute		Press **MUTE/FLASH** to turn the Headset microphone on or off. When mute is on, there is a short beep every 10 or 15 seconds until mute is turned off. The SB67030 Deskset does not support the flash feature. NOTE The **MUTE** button on the Deskset does not mute the Cordless Headset.
Answering a call		Press **ON/OFF** on the Headset.
Ending a call		Press **ON/OFF** on the Headset.
Auto off		A call ends automatically when you put the Headset in the charger.

Table 8. TL7600 Cordless Headset Operation (Continued)

Function	Description	Operation
Alert tones	Three short beeps.	■ **VOLUME +/–** keys are pressed when the volume is already at its highest or lowest setting. ■ The Headset is not registered and the Headset **ON/OFF** button was pressed. ■ The Headset has gone out of range from the Deskset during a call.
Low battery warning	1 short beep every 20 seconds.	Battery getting low.
Key beep	1 short beep.	When the Headset **ON/OFF** key is pressed to start or end a call.
ON/OFF light status	On.	Headset is registered to the Deskset and is charging in the Headset charger.
	Flashes quickly.	There is an incoming call.
	Flashes three times followed by a pause, then repeats this cycle three more times and then shuts down.	The battery level is very low.
	Flashes twice in orange and blue every five seconds.	The Headset is not registered.
	Flashes every 20 seconds.	The battery is low and needs to be charged in the Headset charger.
	Flashes every three seconds.	The Headset is in use.



CHAPTER 2

OUTGOING CALLS

The Deskset and the optional SB67040 Cordless Handset provide several methods for making a call. You can also use the optional TL7600 Cordless Headset to complete a call that you dialed on the Deskset or Cordless Handset. If you have an analog telephone such as a conference phone connected via an optional Analog Terminal Adapter (ATA), you can make basic phone calls with that telephone.

If you are in Idle mode or have calls on hold, you can predial a phone number and then go off hook to call the number. You can make a call at any time by choosing an off-hook method, then dialing a number. This is referred to as Live Dialing. You can also predial or live dial using phone numbers from lists, such as the Directory, Call Log, Redial, Quick Dial, and Messages.

In Call Appearance mode, you can dial the extension for the system operator by pressing **0** (zero).

- *"Active Call Screen" on page 55*
- *"Predialing" on page 56*
- *"Live Dialing" on page 57*
- *"Making a Call from a List" on page 58*
- *"Making an Intercom Call (Line Appearance Mode)" on page 59*
- *"Making Calls with the Cordless Handset" on page 60*
- *"Making Calls with the Optional TL7600 Cordless Headset" on page 63.*

Active Call Screen

The Active Call screen, as shown in Figure 32, appears while you are on a call.

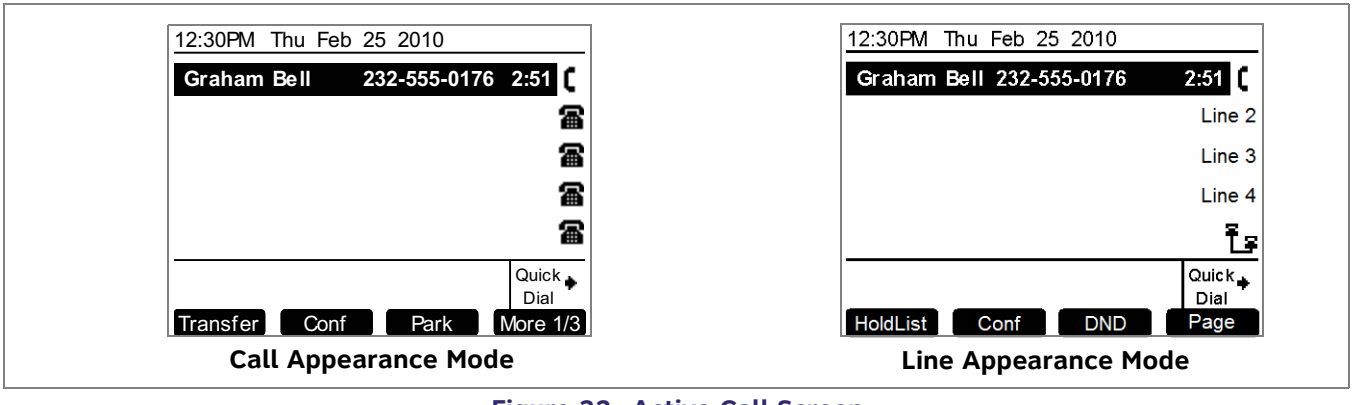


Figure 32. Active Call Screen

Table 9. Active Call Screen Description

Key	Description	Key	Description	Key	Description	Key	Description
Transfer	**Call Appearance mode only—**Begins transfer of a call.	Conf	Begins a conference call.	Park	**Call Appearance mode only—**Parks a call.	More 1/3 More 2/3 More 3/3	**Call Appearance mode only—**Moves to the next set of soft keys. **More 1/3** indicates that you are on page one of three.
DND	Turns Do Not Disturb on or off.	CallFwd	**Call Appearance mode only—**Turns Call Forward on or off.	Page	Pages all extensions.		
ParkList	**Call Appearance mode only—**Accesses Park list.	HoldList	**Line Appearance mode only—**Access the Held Calls list.				

Predialing

Predial is only available when the Deskset is idle or when all calls are on hold. In Predial mode, there is no dial tone. You can only predial one phone number at a time. To begin Predial, press a dial-pad key.

To make a Predial call:

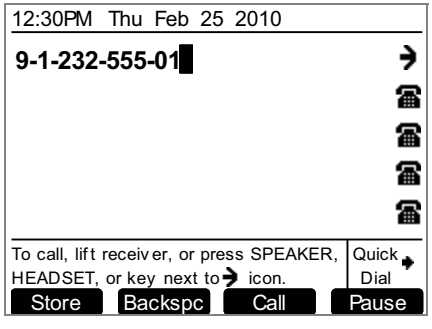


Figure 33. Predial Number

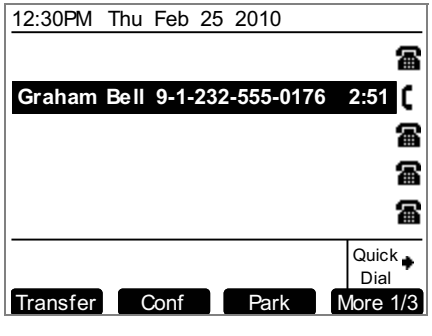


Figure 34. Active Call

1. Enter the phone number (for example: **9-1-232-555-0176**) using the dial pad, as shown in Figure 33 (Call Appearance mode shown).

NOTE **Call Appearance mode only—**For outside calls, dial **9** or whatever digit, if any, that must be dialed first. The hyphens appear automatically.

Before you call the number, you can press:

- Store to store the number in your Personal list.
- Backspc to delete the last digit entered.
- Pause to insert a two-second pause into the phone number.
- **CANCEL** to cancel predial.

2. Lift the corded handset, or press **SPEAKER**, **HEADSET**, Call, or a Call Appearance or Line Appearance key to go off hook and call the number, as shown in Figure 34.

NOTE When you predial more digits than can be displayed, the digits move to the left so that the most recently dialed digits can be seen. Three dots appear to indicate that the earliest digits are no longer visible.

To do this with the Cordless Handset, see *"Predialing" on page 61*.

Live Dialing

You can make a call at any time by going off hook, then dialing a phone number.

To dial a live number:

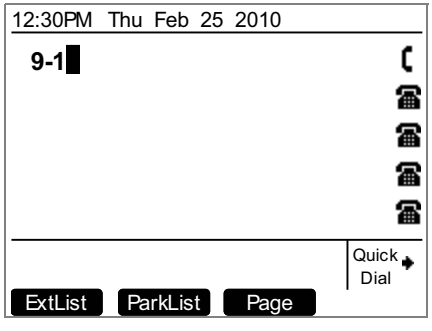


Figure 35. Entering Digits

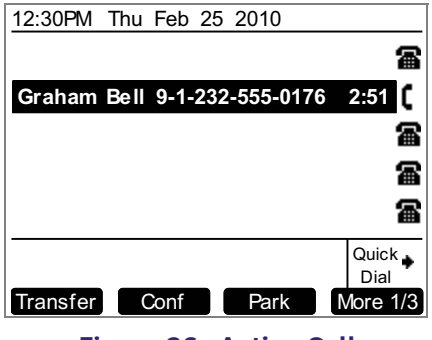


Figure 36. Active Call

1. Do one of the following to go off hook (to hear the dial tone) from Idle mode:
   - Lift the corded handset.
   - Press **SPEAKER** or **HEADSET**.
   - Press an available Call Appearance or Line Appearance key.
2. Enter the number you want to dial, as shown in Figure 35 (Call Appearance mode shown).
   - **Call Appearance mode only—**For outside calls, enter **9** or whatever digit, if any, that must be dialed first.
   - Hyphens are automatically inserted except when whatever digit, if any, which must be dialed for outside calls is followed by a **0** for an outgoing international call.
   - When you dial more digits than can be displayed, the digits move to the left so that the most recently dialed digits can be seen. Three dots indicate that the first digits are no longer visible.

   The Active Call screen appears, as shown in Figure 36 (Call Appearance mode shown).

NOTE When the active call begins, the soft keys change to a new set of options.

To do this with the Cordless Handset, see *"Live Dialing" on page 62*.

Making a Call from a List

To make a call from a list:

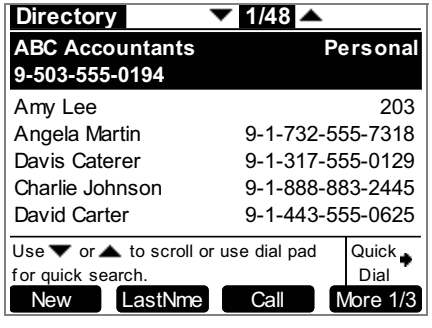


Figure 37. Directory

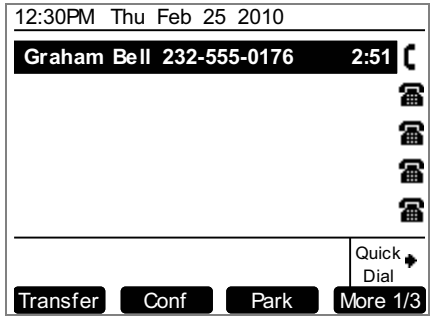


Figure 38. Active Call

1. Access the desired list entry. See *"Accessing Items in Lists" on page 105*.

   For example, press **DIRECTORY**. The **Directory** screen appears, as shown in Figure 37.

2. Press the ▲ or ▼ navigation key until you highlight the desired entry.

3. Press Call or **SELECT** to dial the highlighted number. The Deskset dials the number and the Active Call screen appears, as shown in Figure 38 (Call Appearance mode shown).

NOTE Phone numbers are dialed as they appear in the lists. **Call Appearance mode only—**For outside calls, enter **9** or whatever digit, if any, that must be dialed before the phone number. When you dial from the Call Log, any required outside calling prefix digit is automatically added.

Making an Intercom Call (Line Appearance Mode)

In Line Appearance mode, your Deskset uses an outside line any time you go off hook by lifting the handset, pressing **SPEAKER**, or by some other method. To make an internal (extension-to-extension) call, you must use the Intercom key. By default, key 5 is the Intercom key, but your system administrator can configure additional Intercom keys to give you more Intercom lines.

To make an intercom call:

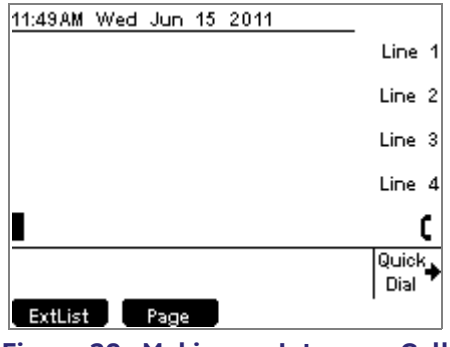


Figure 39. Making an Intercom Call

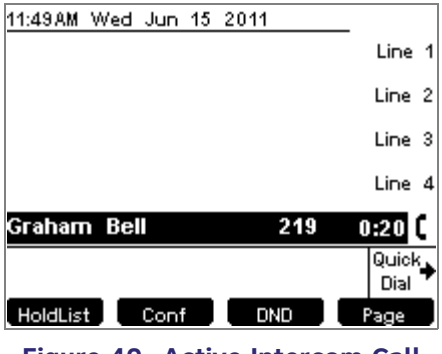


Figure 40. Active Intercom Call

1. With the Deskset in Idle mode and the handset "on hook," do one of the following:

   - Press the **INTERCOM** key, lift the handset (the screen shown in Figure 39 appears) then dial the extension number.

     Instead of dialing after lifting the handset, you can press the ExtList soft key, highlight the desired extension number, then press **SELECT** to dial the number.

   - Dial the extension number, then press the **INTERCOM** key.

     The Deskset dials the extension in Speakerphone mode. To continue the call using the handset, pick up the handset.

   When your Intercom call is answered, the Active Call screen appears, as shown in Figure 40.

Making Calls with the Cordless Handset

You can also make calls with the optional SB67040 Cordless Handset.

NOTE Cordless Handset operation is compatible with Call Appearance mode only.

Active Call Screen

The Active Call screen, as shown in Figure 41, appears while you are on a call.

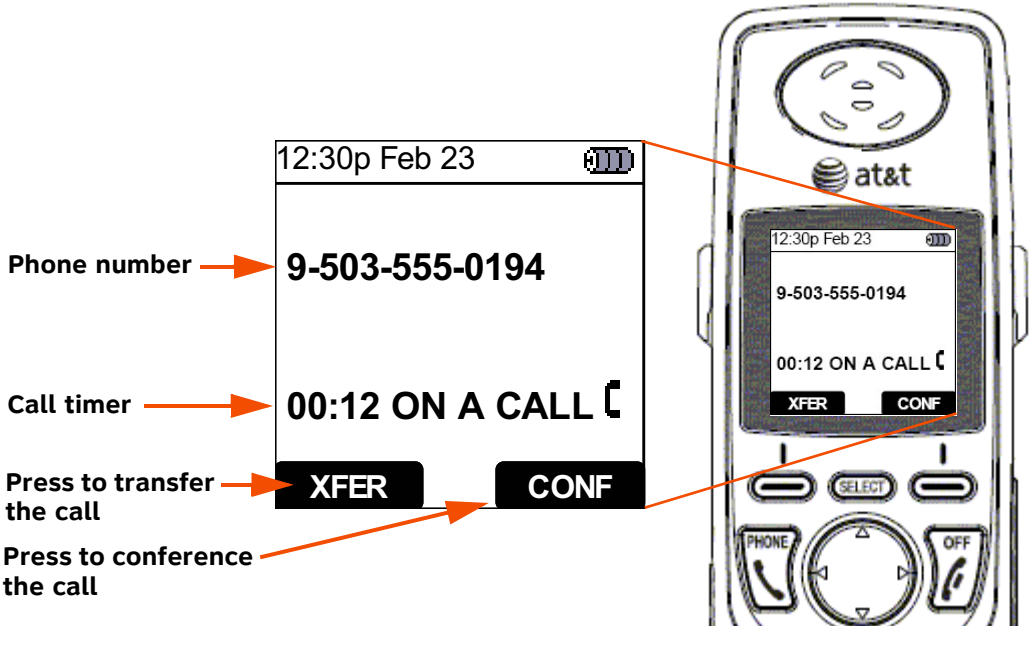


Figure 41. Active Call Screen

Predialing

You can dial a phone number before pressing **PHONE** or **SPEAKER**. Pressing a dial-pad key initiates Predial mode. In this mode, the Handset produces no dial tone. You can also predial from a list.

To Predial a call:

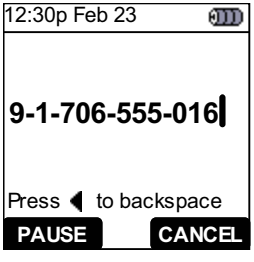


Figure 42. Predial Mode

1. Enter the phone number using the dial-pad, as shown in Figure 42. (For outside calls, dial **9** or whatever digit, if any, that must be dialed first).

   OR

   Access a phone number from any of the lists described in *"Accessing and Managing Items in Lists with the Cordless Handset" on page 122*.

NOTE For outside phone numbers in Voicemail and CID lists, Synapse dials whatever digit, if any, must be dialed first and then dials the number in the display. Therefore, numbers that need editing (adding a preceding 1 or a country code, or removing the area code) cannot be dialed from Voicemail.

Before you call the number, you can press:

- The ◁ navigation key to delete a digit and move the cursor back one space.
- **PAUSE** to insert a two-second pause. The pause appears as a **P** in the phone number.
- **OFF** or **CANCEL** to clear all digits. The Idle screen appears.

2. Press **PHONE** or **SPEAKER** to dial the Predial digits.

Live Dialing

Live dialing refers to dialing when the phone is already off hook (when there is already a dial tone).

▸ ***To make a call off hook:***

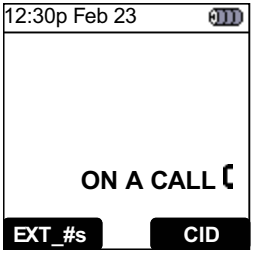


Figure 43. Live Dial Mode

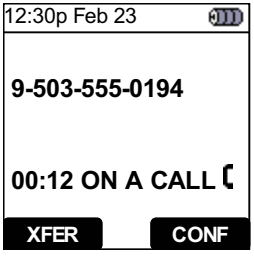


Figure 44. Active Call

1. Press **PHONE** or **SPEAKER** to initiate a call, as shown in Figure 43.

   You are now off hook and hear a dial tone.

2. Enter the number you want to dial. (For outside calls, dial **9** or whatever digit, if any, that must be dialed first).

   OR

   Access a phone number from any of the lists described in *"Accessing and Managing Items in Lists with the Cordless Handset" on page 122*.

NOTE For outside phone numbers in Voicemail and CID lists, Synapse dials whatever digit, if any, must be dialed first and then dials the number in the display. Therefore, numbers that need editing (adding a preceding 1 or a country code, or removing the area code) cannot be dialed from Voicemail.

The Active Call screen shown in Figure 44 appears.

NOTE After the Cordless Handset determines from the dialed number that this is an outside call, or after a system extension answers, the soft keys change, as shown in Figure 44.

Hyphens are automatically inserted except when whatever digit, if any, which must be dialed for outside calls is followed by a 0 (zero) for an international call.

Making Calls with the Optional TL7600 Cordless Headset

If you have an optional TL7600 Cordless Headset registered to your Deskset, then you can make calls with the Headset. Use the Deskset dial pad to dial the number.

To make a call with the Cordless Headset:

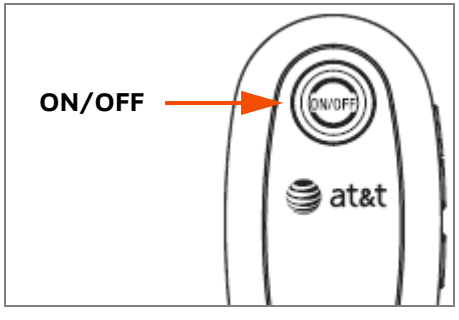
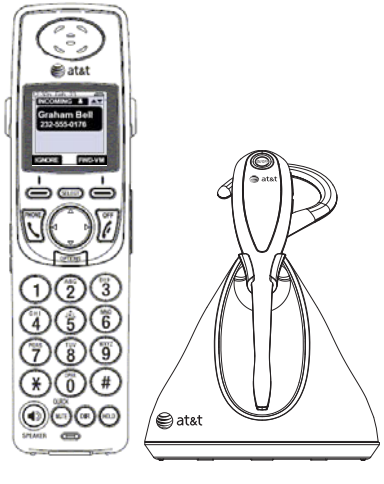


Figure 45. Making a Call

1. Press **ON/OFF** on the Headset as shown in Figure 45. The Headset is active when you hear a dial tone.
2. Dial the extension or phone number on the Deskset.
3. Press **ON/OFF** on the Headset to end the call.

OR

1. Predial the extension or phone number on the Deskset or optional Cordless Handset.
2. Press **ON/OFF** on the Headset to initiate dialing and transfer the audio to the Headset.
3. Press **ON/OFF** on the Headset to end the call.



CHAPTER 3

INCOMING CALLS

When a call comes in, the Deskset and the optional SB67040 Cordless Handset ring and the incoming call information appears as shown in *Figure 46 on page 65*. The screen displays the caller's name and number (if available). If there is more than one incoming call, they are displayed on the five Call Appearances or up to four Line Appearances on the screen. You can answer or ignore each call.

You can also answer calls with the optional TL7600 Cordless Headset. When you hear the ring, press **ON/OFF** on the Headset. If you have an analog telephone such as a conference phone connected via an optional Analog Terminal Adapter (ATA), you can also answer phone calls with that telephone.

The following sections describe handling incoming calls:

- *"Incoming Call Screen" on page 65*
- *"Incoming Call Indication" on page 66*
- *"Answering a Call" on page 68*
- *"Ignoring a Call" on page 69*
- *"Call Screening" on page 70*
- *"Auto Answering" on page 71*
- *"Answering Calls in the Call Queue" on page 72*
- *"Answer a Call with the Cordless Handset" on page 74.*

Incoming Call Screen

A Deskset's **Incoming Call** and Active Call screens are shown in Figure 46.

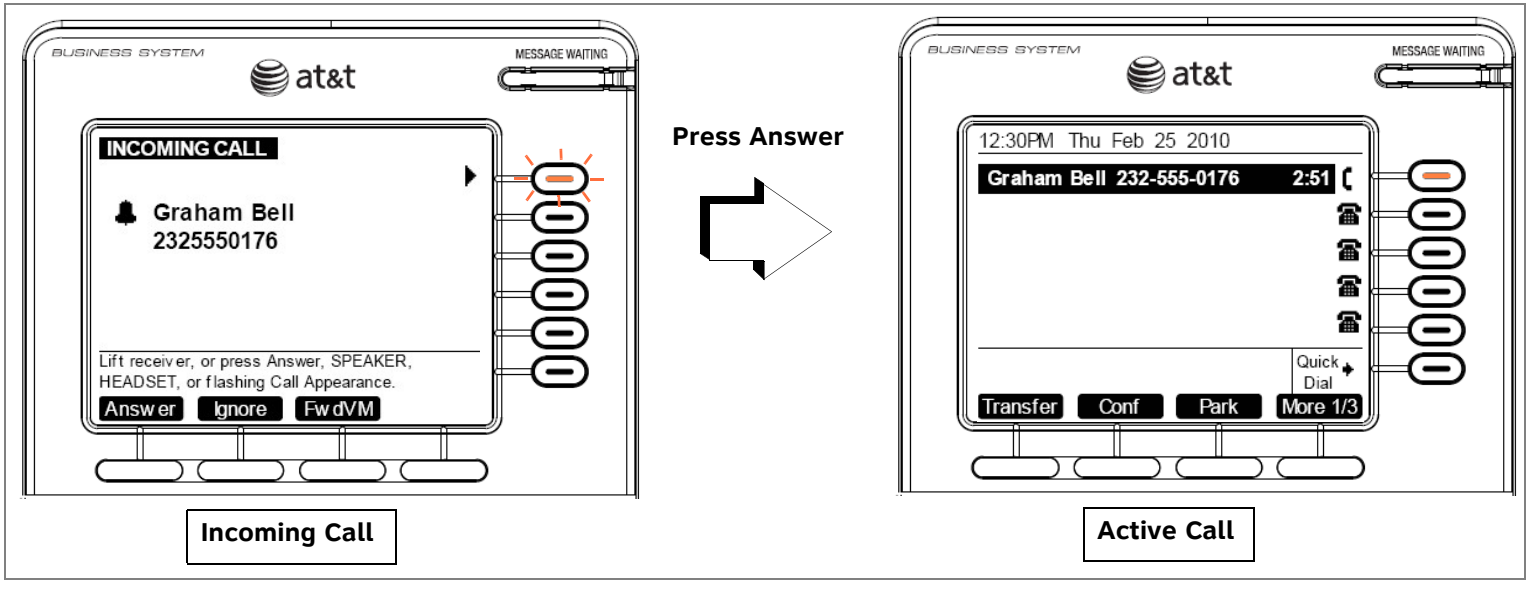


Figure 46. Incoming Call and Active Call

Table 10. Incoming Call Screen Soft Keys

Key	Description	Key	Description	Key	Description
Answer	Answers incoming call.	Ignore	Silences ringer during incoming call.	FwdVM	**Call Appearance mode only—** Forwards incoming call to Voicemail.

Incoming Call Indication

When there is an incoming call, the Deskset rings. See "Sounds" on page 197.

NOTE Do Not Disturb and Audible Ring Delay both affect the onset of ringing. See "Using Do Not Disturb (DND)" on page 220 and "Sounds" on page 197.

Call Appearance Mode

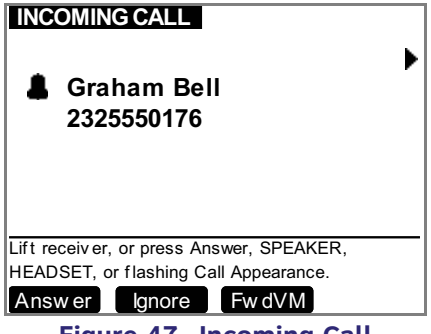


Figure 47. Incoming Call

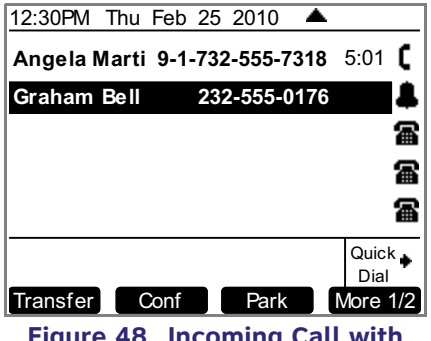


Figure 48. Incoming Call with an Existing Call

When there are no active or held calls, an **Incoming Call** screen appears, as shown in Figure 47, or if it is a Ring Group call, as shown in Figure 49.

Your extension may be part of a Ring Group, which allows a group of extensions to ring all at once or in a sequence for the same call.

When there are active or held calls, or you are live dialing, an **Incoming Call** screen appears, as shown in Figure 48 or, if it is a Ring Group call, as shown in Figure 50. There is a single, short ring. The incoming call is highlighted and a flashing bell icon appears next to the call information. (Graham Bell is the caller in these figures.) You cannot forward Incoming Ring Group Calls to Voicemail.

If your company has caller ID, the **Incoming Call** screen displays caller information. If the caller ID information is absent because it is unavailable, UNKNOWN NAME and UNKNOWN NUMBER display. If the caller chooses not to send the information, PRIVATE NAME and PRIVATE NUMBER display.

Figure 49. Incoming Ring Group Call with No Other Calls

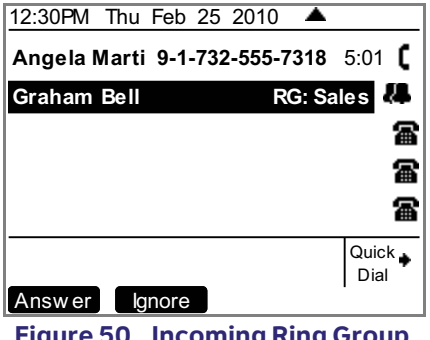


Figure 50. Incoming Ring Group Call

- When there are no available Call Appearances, incoming calls are forwarded according to the Call Forward–No Answer setting customized by the system administrator. The default setting for Call Forward–No Answer is Voicemail.

To see incoming call notifications on the Cordless Handset, see *"Incoming Call Indication" on page 75*.

Line Appearance Mode

When there are no active or held calls, the incoming call appears as shown in Figure 47 (The FwdVM soft key does not appear).

If someone at another Deskset answers the call, your Deskset returns to Idle mode.

Answering a Call

To answer a call:

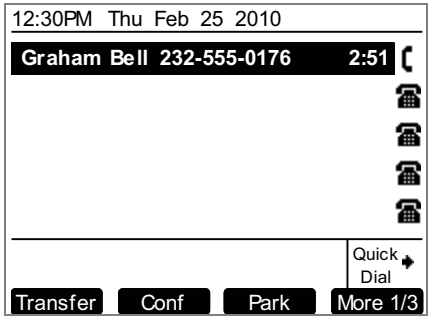


Figure 51. Active Call

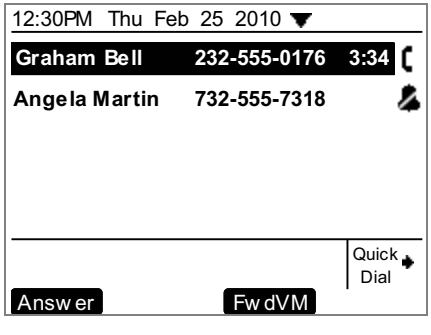


Figure 52. Ignored Call

- Lift the corded handset.
- Press Answer to answer using the Preferred Audio Mode. See *"Preferred Audio" on page 198*.
- Press **SPEAKER** to use the speakerphone.
- Press **HEADSET** to use the Cordless Headset or corded headset. See *"Call Management Using a Headset" on page 104*.
- For multiple incoming calls, press Answer or press the corresponding Call Appearance or Line Appearance key to answer each call. You can also press Ignore to return the highlight to your active call.

The active call screen appears, as shown in Figure 51. Figure 52 shows an ignored call (Call Appearance mode shown in both figures).

NOTE

If you are listening to Voicemail when a call comes in, press Ignore or (in Call Appearance mode) FwdVM to redirect the call and allow message playback to continue.

Call Appearance mode only—If Auto Answer is enabled, the call is automatically answered after the set time delay. See *"Auto Answering" on page 71*.

To answer a call: (Continued)	
	■ Once you answer a call: ● Previous active calls are automatically placed on hold. ● If you were predialing, that call is canceled. To do this with the Cordless Handset, see *"Answer a Call" on page 76*.

Ignoring a Call

You can ignore an incoming call by pressing Ignore to silence the ringer. The silenced ringer icon appears. If you are on an active or held call, after the ignored call has been forwarded, the highlight moves back to whatever call you were on before the incoming call.

- Once a call is ignored:
  - The Ignore key is no longer available on the incoming call screen.
  - If there is a registered Cordless Handset, it also stops ringing.
  - The Call Appearance or Line Appearance key LED continues to flash.
  - You can press the flashing Call Appearance or Line Appearance key to answer the incoming call.
  - In Line Appearance mode, , when you have no other active calls, you can go off hook to answer the ignored call.
- In Call Appearance mode, if an ignored call is highlighted, going off hook does not answer the call, but starts a new call on the next available Call Appearance.

Call Screening

NOTE This feature applies to Call Appearance mode only.

When an incoming call goes to Voicemail, the Message icon ( ) appears to indicate that recording is in progress. You can listen to the recording in progress and interrupt it at any time by answering the call. If another incoming call occurs while screening a call, the highlight moves to the new call and there is an abbreviated ring.

To screen a call:

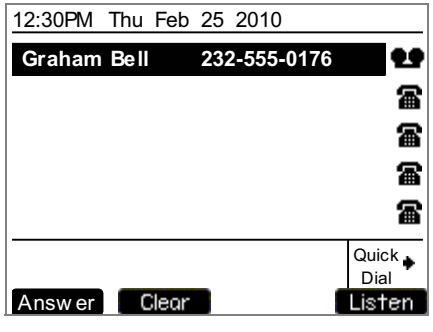


Figure 53. Call Screening, Listen

If there is more than one active call, use the ▽ and △ navigation keys to highlight the call marked with the Message icon.

- Press Listen to listen to a message that is being recorded, as shown in Figure 53. The Listen soft key changes to Stop as shown in Figure 54.
- Press Answer to interrupt the recording and talk to the caller.
- Press Clear to cancel call screening for this call and return to the previous screen.
- Press Stop to stop listening to the message being recorded.

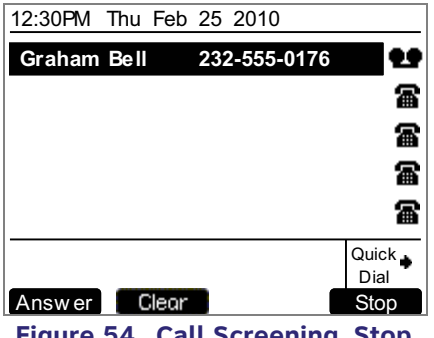


Figure 54. Call Screening, Stop

NOTE Call screening is not available on the optional Cordless Handset or Cordless Headset.

Auto Answering

NOTE This feature applies to Call Appearance mode only.

You can use the Deskset menu settings to set your Deskset to answer calls automatically, without your having to touch the phone to answer. When you enable Auto Answer, ANS ON appears at the top of the Deskset screen if DND ON and FWD ON are not active, since Auto Answer does not work if they are on.

To respond to an Auto Answered call:

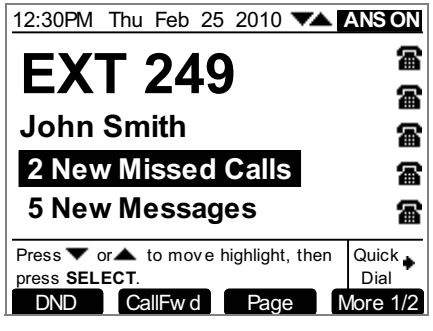


Figure 55. Idle Screen with Auto Answer Indicator

In Idle mode, all incoming calls ring for the amount of time specified in the Auto Answer Delay. See *"Automatic Answering" on page 205*. After the last ring, a two-second notification screen appears, as shown in Figure 56, and you hear a warning tone. Talk after the tone.

NOTE If the Auto Answer Delay is set to zero, you hear no ring. Instead, the **Call Answered** screen appears and you hear the warning tone.

If you do not want the Deskset to automatically answer the call, you can press **CANCEL** to send the call to the Call Forward–No Answer target. See *"Call Forward All and Call Forward–No Answer" on page 203*.

If there are multiple incoming calls, Auto Answer applies to the first (oldest) incoming call. Subsequent incoming calls are handled according the Call Forward–No Answer setting.

Auto Answer does not apply to Ring Group calls. See *"Incoming Call Indication" on page 66*.

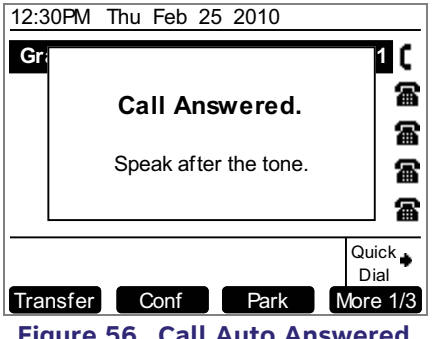


Figure 56. Call Auto Answered

Answering Calls in the Call Queue

NOTE This feature applies to Call Appearance mode only.

Your system administrator may have set up your Deskset as a Call Queue Agent. The key in the bottom right corner will have a **Call Queue** label. Incoming calls are directed to your Deskset and all other assigned Call Queue Agents.

To answer a call in the Call Queue:

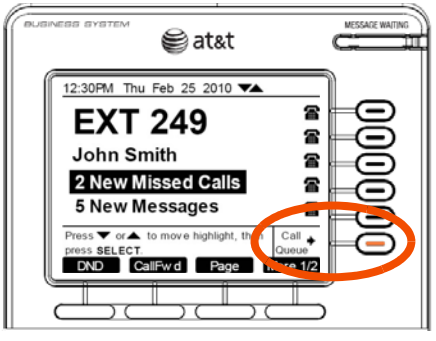


Figure 57. Call Queue Indicated

Queued Calls	1/10	
Graham Bell	**232-555-0176**	**3:01**
Charlie Johnson	212-555-0154	2:58
Mary Williams	706-555-0162	2:47
Linda Miller	317-555-0129	2:32
ABC Accountants	305-555-0134	1:44
Unknown Caller	443-555-0625	1:24
Milford Taxi	732-555-7318	0:35

Use ▼ or ▲ to scroll, then press Retrieve to anser the call. | Call Queue

Retrieve

Figure 58. Queued Calls List

When your Deskset is idle, incoming Call Queue calls ring at your extension and at all other idle Call Queue extensions. You can answer these calls as described in *"Answering a Call" on page 68*.

If no one answers an incoming call from the Call Queue, it rings indefinitely. Call Forward–No Answer rules (see *"Call Forward All and Call Forward–No Answer" on page 203*) do not apply to calls that are directed to Call Queue extensions.

If all Call Queue Agents are busy, incoming calls are held in the Call Queue. The Call Queue key LED flashes orange slowly when there are calls waiting in the Call Queue, as shown in Figure 57.

Press **Call Queue** to view the **Queued Calls** list, as shown in Figure 58. Use the ▽ and △ navigation keys to highlight a call, and press Retrieve or **SELECT** to answer it.

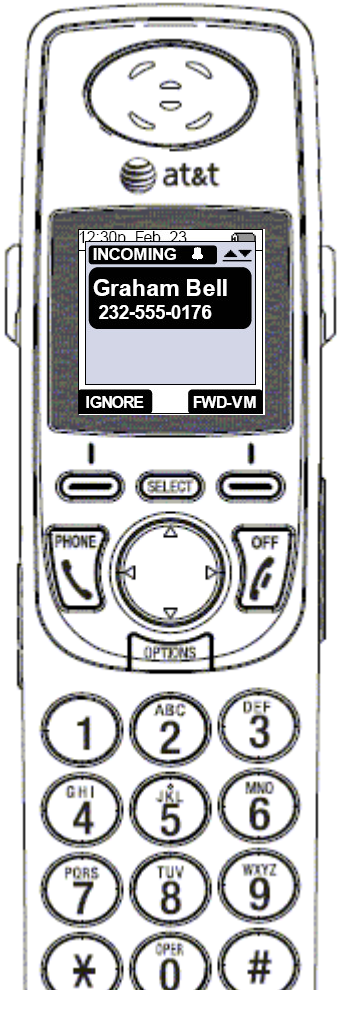
NOTE

Your system administrator can configure a wrap-up time, which defines a period during which your Deskset will not ring for another queued call after you complete a Call Queue call.

Depending on how your system is set up, calls from the Call Queue may ring at your Deskset while you are on a call that isn't from the Call Queue.

Answer a Call with the Cordless Handset

You can also answer calls with the optional SB67040 Cordless Handset. When the extension receives an incoming call, the Handset rings and the incoming call information appears as shown at right. The screen displays the caller's name and number (if available).



NOTE Cordless Handset operation is compatible with Call Appearance mode only.

To answer the call, press **PHONE**.

This section contains the following:

- *"Answer a Call" on page 76*
- *"Multiple Incoming Calls" on page 77.*

Incoming Call Indication

Options for an Incoming call:

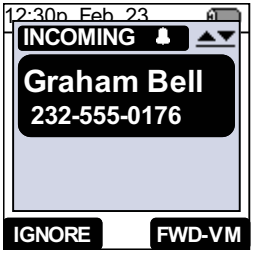


Figure 59. Incoming Call with No Other Calls

Figure 60. Incoming Call with an Existing Call

- When there is an incoming call:
  - The Handset rings. See *"Using the VOLUME key to set the Cordless Handset Ringer and Voice Volume" on page 225*.
  - The incoming call screen shown in Figure 59 appears.
  - If you are on an active call or live dialing, there is a single, short ring.
  - When there multiple incoming calls, the incoming call screen shown in Figure 60 appears. The most recent incoming call is highlighted. Press the △ or ▽ navigation key to switch between the calls or press **IGNORE**. See *"Ignoring a Call" on page 69*.
- Other actions during incoming calls:
  - If there is more than one incoming call, each remains in the display until you press **IGNORE** while the call is highlighted.
  - If you are in Voicemail review, pressing **IGNORE** or **FWD-VM** allows message playback to continue.

NOTE If the ringer sound is turned off, the incoming call screen still appears.

Answer a Call

Examples of incoming call screens are shown below. Figure 61 shows a call received when the extension is idle. Figure 62 shows a call received during an active call. Calls received during active calls ring only once.

Options for a call received while the extension is idle:

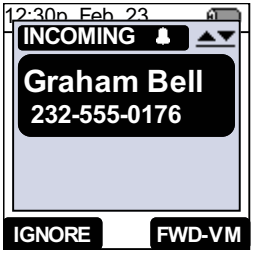


Figure 61. Incoming Call

- Press **SELECT**, **PHONE**, or **SPEAKER** to answer the call.
- Press **IGNORE** to silence the ringer. You can still answer the call.
- Press **FWD-VM** to forward the call to Voicemail.

NOTE

Press ◂ **Volume** ▸ while the Handset is ringing to decrease or increase the ringer volume.

Call screening is not available from the Cordless Handset.

Options for a call received during an active call:

Figure 62. Incoming Call During an Active Call

- Press **PHONE** or **SELECT** to answer the incoming call. The current call is automatically placed on hold.
- Press **IGNORE** to silence the ringer. The call is placed in the Call Deck. See *"Call Deck" on page 92*. You can still answer the call.
- Press **FWD-VM** to forward the call to Voicemail.
- Press **SPEAKER** to switch the current call to and from the speakerphone.

Multiple Incoming Calls

If the Handset receives more than one call at a time, the calls display in a list on the screen. The most recent call is added to the bottom of the list and appears as a two-line name and telephone number. The other pending calls appear in the list as one-line entries, as shown in Figure 63. This screen remains active until you answer one of the calls or until all calls end or are forwarded. If you answer one of the calls, then the remaining calls are placed in the Call Deck. See *"Call Deck" on page 92*.

Options during multiple incoming calls:

Figure 63. Multiple Incoming Calls

- Press the ▲ or ▼ navigation key to view the incoming calls.
- Press **SELECT**, **PHONE**, or **SPEAKER** to answer the highlighted call.
- Press **IGNORE** to silence the ringer of the highlighted call.
- Press **FWD-VM** to forward the highlighted incoming call to Voicemail.
- Press ◀ **Volume** ▶ to decrease or increase the ringer volume.

NOTE

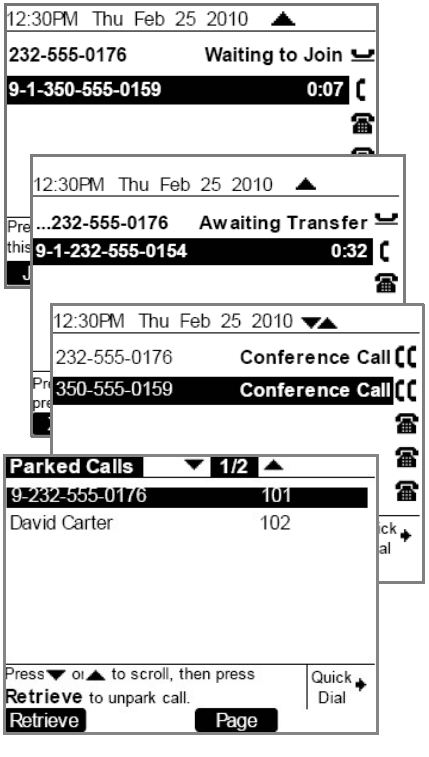
Unanswered incoming calls are handled according to the Call Forward–No Answer setting.

The system administrator sets the call-forwarding options. For more information on this setting, see the Synapse Administrator's Guide at **www.telephones.att.com/synapseguides**.

CHAPTER

4

CALL MANAGEMENT



The Deskset and optional SB67040 Cordless Handset give you various call management options.

Deskset call management features and procedures differ depending on whether your system is in Call Appearance or Line Appearance mode. This chapter describes the differences between the two modes.

- *"Call Management" on page 79*
- *"Placing a Call on Hold (Call Appearance Mode)" on page 80*
- *"Placing a Call on Hold (Line Appearance Mode)" on page 81*
- *"Transferring a Call Overview" on page 82*
- *"Conferencing" on page 85*
- *"Parking a Call" on page 88*
- *"Call Management Using the Cordless Handset" on page 90*
- *"Call Management Using a Headset" on page 104.*

Call Management

The Deskset Call Management functions begin with the Active Call screen shown in Figure 64.

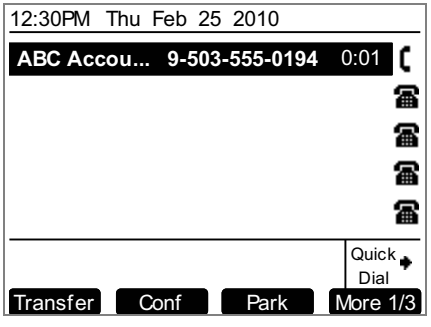


Figure 64. Active Call Screen (Call Appearance mode shown)

Table 11. Active Call Screen Description

Key	Description	Key	Description	Key	Description	Key	Description
Transfer	**Call Appearance mode only—**Begins transfer of a call.	Conf	Begins a conference call.	Park	**Call Appearance mode only—**Parks a call.	More 1/3 More 2/3 More 3/3	**Call Appearance mode only—**Moves to the next set of soft keys. **More 1/3** indicates that you are on page one of three.
DND	Turns Do Not Disturb on or off.	CallFwd	**Call Appearance mode only—**Turns Call Forward on or off.	Page	Pages all extensions.		
HoldList	**Line Appearance mode only—**Access the Held Calls list.	ParkList	**Call Appearance mode only—**Accesses Park list.				

Placing a Call on Hold (Call Appearance Mode)

To hold calls and manage held calls:

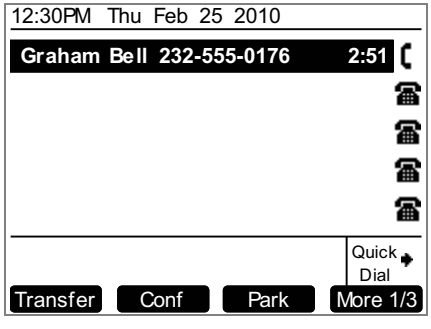


Figure 65. Active Call

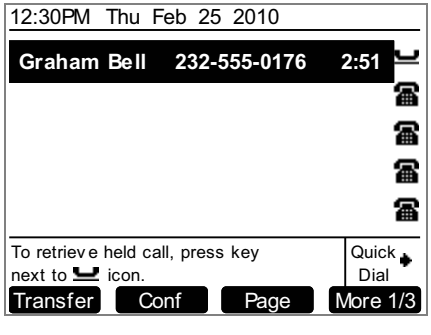


Figure 66. Call Held

1. When you are on an active call, as shown in Figure 65, press **HOLD**.
   - The Held Call Appearance icon appears next to the highlighted call, as shown in Figure 66.
   - If a call has been on hold for longer than three minutes, the Deskset reminds you with a brief ring every 30 seconds.
2. To take the call off hold, highlight the call and press **SELECT**, or press the associated Call Appearance key.

NOTE Lifting the corded handset, or pressing **SPEAKER** or **HEADSET**, takes you off hook on an Idle line; it does not take the highlighted call off hold.

To do this with the Cordless Handset, see *"Managing Held Calls" on page 98*.

Placing a Call on Hold (Line Appearance Mode)

In Line Appearance mode, all Desksets that share assigned lines can view held calls and take calls off hold.

To hold calls and manage held calls:

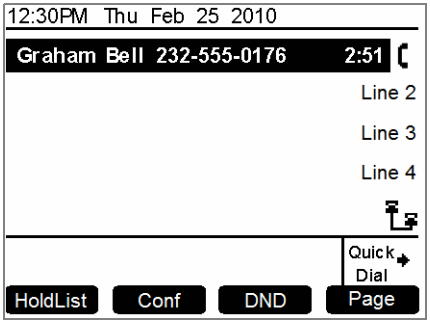


Figure 67. Active Call

1. When you are on an active call, as shown in Figure 67, press **HOLD**.
   - The Held Call icon appears and the Line Appearance LED flashes slowly.
   - On other Desksets that are assigned that line, the Line Appearance LED flashes slowly. Someone at any other Deskset assigned that line can press the flashing Line Appearance key to take the call off hold, making it an active call on their Deskset.
   - All Desksets, including those that are not assigned that line, can view and take your call off hold from the Held Calls list. See *"Accessing the Held Calls List (Line Appearance mode)" on page 73*.
   - When you put an Intercom call on hold, only you can take the call off hold.
   - When a call is on hold, you can use the Deskset Menu to access other functions.
   - When a call is on hold, you can also press Conf to start a conference call. See *"Conferencing" on page 85*.
2. To take the call off hold, press the Line Appearance key for that call.

Transferring a Call Overview

NOTE This section applies to Call Appearance mode only. To make calls available to other Desksets when your system is in Line Appearance mode, put a call on hold. Someone at another Deskset can retrieve the call if that line has been assigned to their Deskset as described in *"Placing a Call on Hold (Line Appearance Mode)" on page 81*. To view and access held calls on all lines, see *"Accessing the Held Calls List (Line Appearance mode)" on page 73*.

You can transfer an active or a held call to an internal extension or outside number.

The transfer recipient does not have to talk to you before receiving the transferred call. If you do not talk to the transfer recipient before transferring the call, you are making an "unsupervised" transfer. If you talk to the transfer recipient before completing the transfer, you are making a "supervised" transfer.

You can transfer a call to an outside number only if this function has been enabled by your system administrator. The call transfer function is enabled by default.

Transfer Rules

The following rules apply when transferring a call:

- An extension can transfer only one call at a time.
- The Transfer action can be canceled by pressing **CANCEL**. The call remains on hold.

To transfer calls with the Cordless Handset, see *"Transferring" on page 93*.

Transferring a Call

To transfer a call to an extension or phone number:

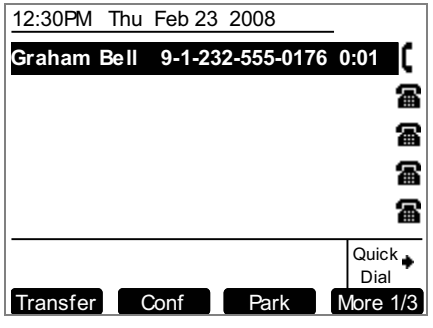


Figure 68. Active Call

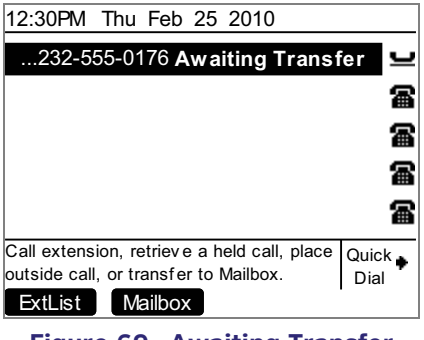

12:30PM Thu Feb 25 2010
...232-555-0176 Awaiting Transfer
Call extension, retrieve a held call, place outside call, or transfer to Mailbox.
Quick Dial
ExtList
Mailbox

Figure 69. Awaiting Transfer

1. Press **Transfer** from the Active Call screen, as shown in Figure 68. The highlighted call is put on hold. The **Awaiting Transfer** message appears, as shown in Figure 69.
2. Dial a number, as shown in Figure 70, or access an entry from the Directory, Call Log, Extension, or Messages list. See *"Accessing Items in Lists" on page 105*.
3. Press **Call** or **SELECT**. You can also retrieve a parked or held call.

   You can now speak to the person to whom you are transferring the call and announce the transfer, as shown in Figure 71.
4. To complete the transfer, press **Xfer?**. A **Call Transferred** screen appears for two seconds. When the transfer is complete, the screen returns to Idle mode.

   The Transfer action can be canceled by pressing **CANCEL**. The call remains on hold.

To do this with the Cordless Handset, see *"Transferring" on page 93.*

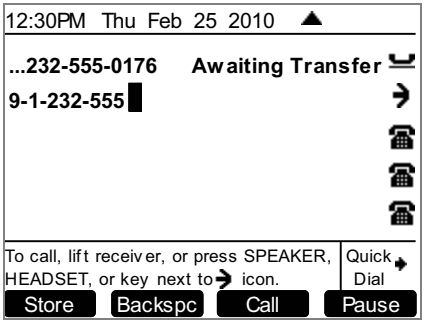


Figure 70. Entering the Transfer Number

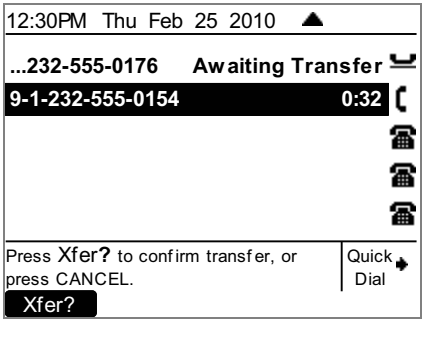


Figure 71. Transfer Pending

To transfer a call to a Mailbox:

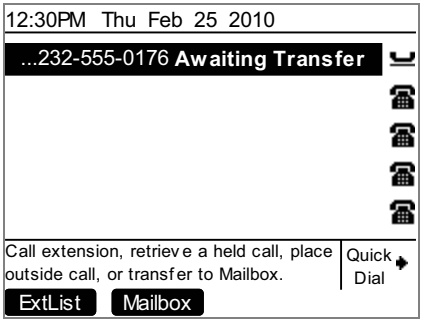

12:30PM Thu Feb 25 2010
...232-555-0176 Awaiting Transfer
Call extension, retrieve a held call, place outside call, or transfer to Mailbox.
Quick Dial
ExtList
Mailbox

Figure 72. Awaiting Transfer with Mailbox Option

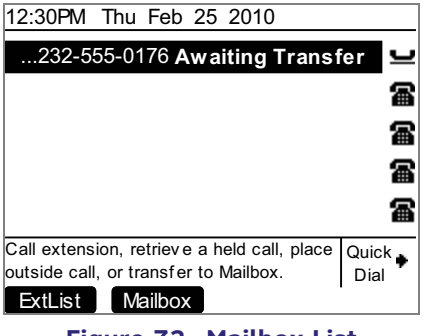

12:30PM Thu Feb 25 2010
...232-555-0176 Awaiting Transfer
Call extension, retrieve a held call, place outside call, or transfer to Mailbox.
Quick Dial
ExtList
Mailbox

Figure 73. Mailbox List

You can transfer a call to a Personal Mailbox or to a Group Mailbox (if available).

1. Press Transfer from the Active Call screen.

   The call is automatically put on hold. The **Awaiting Transfer** message appears, as shown in Figure 72.

2. Press Mailbox.

   The Mailboxes list appears, as shown in Figure 73. If there are no Group Mailboxes, only your Personal Mailbox appears.

3. Press the ▽ or △ navigation key to highlight the desired Mailbox, and press **SELECT** or Xfer?.

4. A **Call Transferred** screen appears for two seconds. When the transfer is complete, the screen returns to Idle mode.

Conferencing

You can set up a conference call with yourself and two telephone numbers (either internal, outside, or with both). The figures below show Call Appearance mode, but the procedure is the same in Line Appearance mode.

To conference:

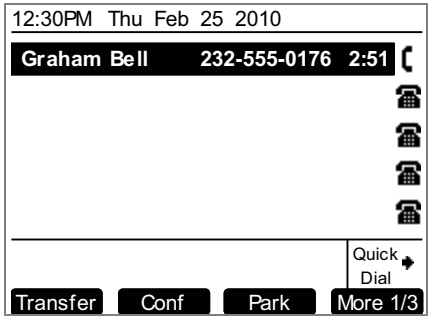


Figure 74. Active Call

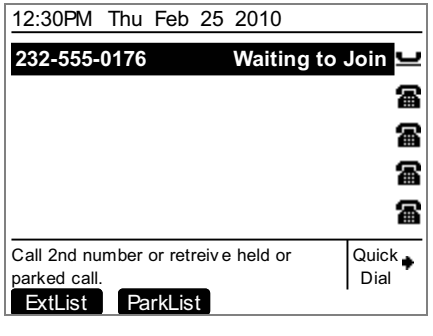


Figure 75. Waiting to Join

1. Press Conf from an Active Call screen, as shown in Figure 74.

   The active call is placed on hold and the screen in Figure 75 appears.

2. Establish a second call. You can dial the second call normally, or you can get it from one of the lists. See *"Accessing Items in Lists" on page 105*.

   Once the second call has been established, the screen shown in Figure 76 appears.

3. To join the calls, press Join?.

   Your extension is now in conference with the other two phone numbers, as shown in Figure 77.

   If you hang up while on the conference, the conference ends. If you make or take another call, the conference continues without you. You can rejoin by pressing a corresponding Call Appearance or Line Appearance key.

To do this with the Cordless Handset, see *"Conferencing" on page 95*.

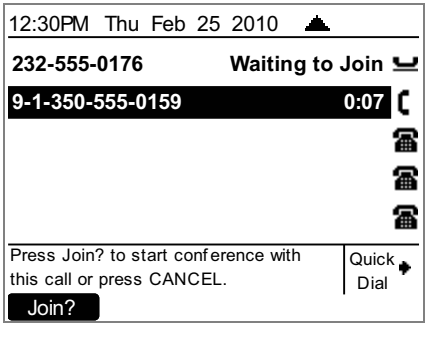

12:30PM Thu Feb 25 2010
232-555-0176 Waiting to Join
9-1-350-555-0159 0:07
Press Join? to start conference with this call or press CANCEL.
Quick Dial
Join?

Figure 76. Second Call Established

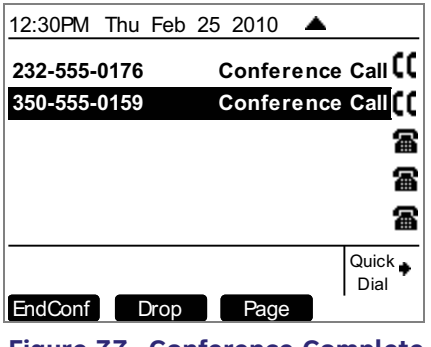


Figure 77. Conference Complete

Hold and Cancel a Conference

The figures below show Call Appearance mode, but the procedure is the same in Line Appearance mode.

To put a conference on hold:

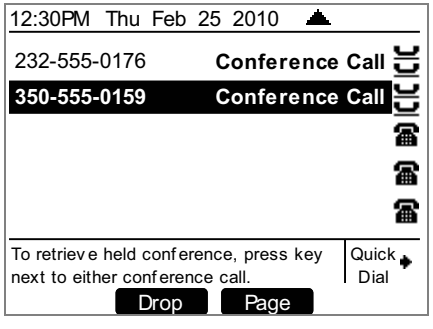


Figure 78. Held Conference

When you are participating in a conference call, you can put both calls on hold by pressing **HOLD**. The other callers can continue communicating with each other. The held conference icon, as shown in Figure 78, designates a held conference.

NOTE Conf is unavailable during an active call if you have another conference on hold.

A conference is automatically put on hold when you:

- Press an available Call Appearance or Line Appearance key to start a new call.
- Answer an incoming call.

Press a Call Appearance or Line Appearance key to take the conference call off hold.

To cancel a conference:

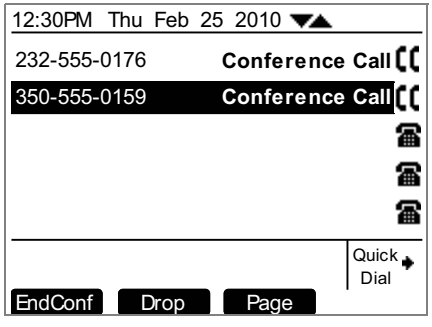


Figure 79. Conference

From the Conference screen shown in Figure 79, you can press:

- EndConf to end the conference. Both calls hang up and the system returns to whatever Call Appearance or Line Appearance you were on before the conference call.
- Drop to terminate the highlighted call. The other call remains active.

Parking a Call

NOTE This feature applies to Call Appearance mode only.

The Deskset allows you to park either active or held outside calls. Parking a call is similar to putting a call on Hold, but any extension on the system can retrieve a parked call. See *"Retrieving a Parked Call" on page 89*.

To park a call:

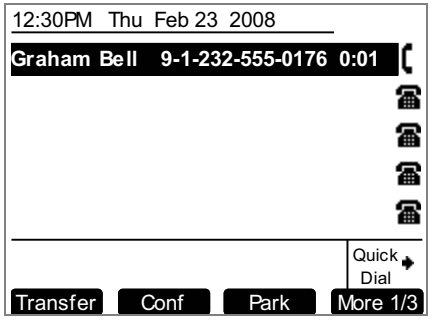


Figure 80. Select Call

1. Press the ▲ or ▼ navigation key to highlight an active or held outside call, as shown in Figure 80.
2. To park a call:
   - For an active call, press **Park**. If necessary, press **More 2/3** then **More 3/3** to display the **Park** soft key.
   - For a held call, press **More 1/3** and then press **Park**.

   The screen shown in Figure 81 appears for five seconds, then the Idle screen appears.
   - Pick up a parked call within three minutes or the Deskset rings.
   - To answer a call that is ringing back, press the **Answer** soft key that appears when there is an incoming call.

To do this with the Cordless Handset, see *"Parking a Call" on page 101*.

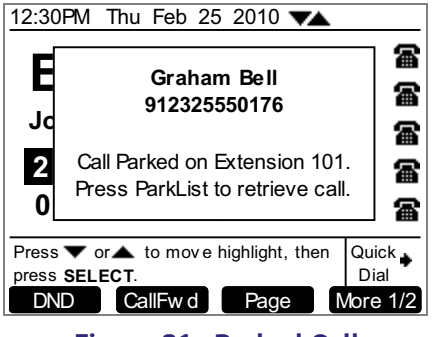


Figure 81. Parked Call

Retrieving a Parked Call

You can retrieve parked calls from any extension in the system.

To retrieve a parked call:

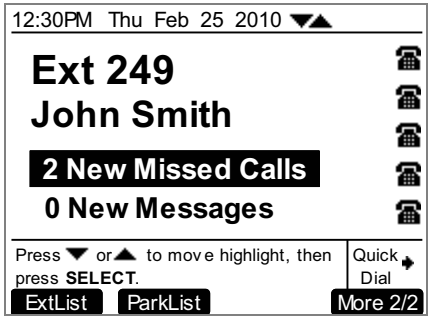


Figure 82. Idle Screen, More 2/2

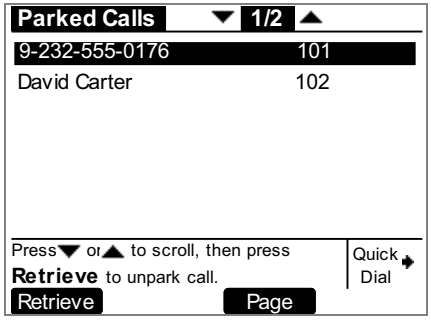


Figure 83. Parked Call List

If you know the extension number of the parked call, dial it. You will retrieve the parked call.

OR

1. From Idle or from a held call, press More 1/2 to display the ParkList soft key, as shown in Figure 82.

   OR

   In Active mode, press More 1/3, then More 2/3. ParkList appears.

2. Press ParkList to display the **Parked Calls** list, as shown in Figure 83.
3. Press the △ or ▽ navigation key to highlight the desired entry.
4. Press Retrieve to retrieve the parked call. The Active Call screen appears, as shown in Figure 84.

To do this with the Cordless Handset, see *"Parking a Call" on page 101.*

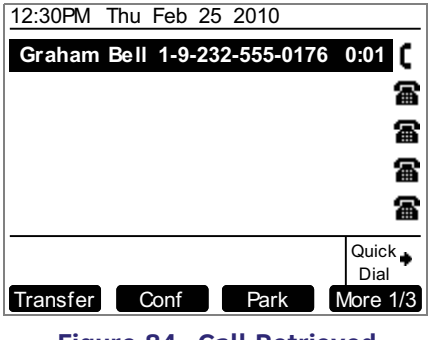


Figure 84. Call Retrieved

Call Management Using the Cordless Handset

NOTE Cordless Handset operation is compatible with Call Appearance mode only.

You can also manage calls with the optional SB67040 Cordless Handset using the following functions:

- *"Call Deck" on page 92*
- *"Transferring" on page 93*
- *"Conferencing" on page 95*
- *"Managing Held Calls" on page 98*
- *"Held Call Options" on page 100*
- *"Parking a Call" on page 101*
- *"Using a Corded Headset" on page 103*.

Active Call Screens

The Handset Call Management functions begin with one or more active calls, as shown in Figure 85.

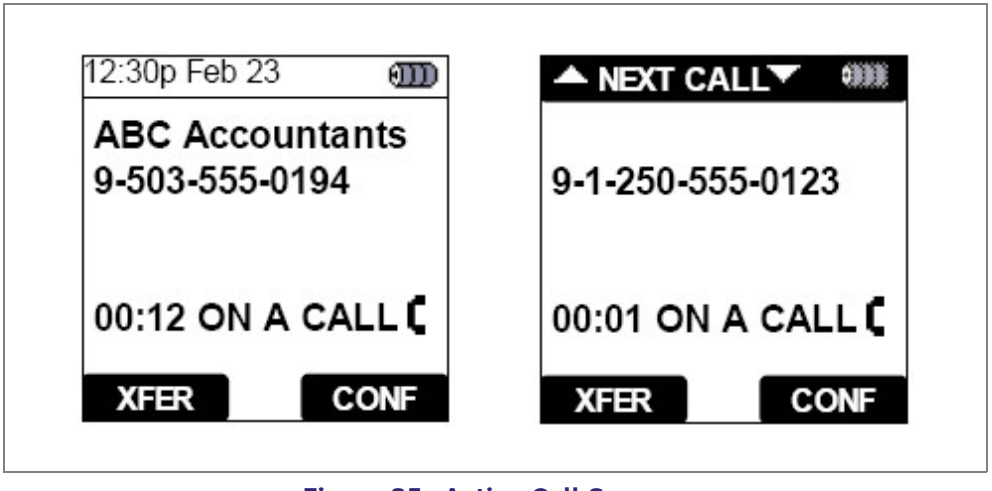


Figure 85. Active Call Screens

Call Deck

The Call Deck is the list of active, held, parked, and ringing calls. Because the screen is too small to easily display multiple calls at the same time, the Handset stacks them like a deck of cards in order of priority. The top of the display no longer displays the date and time. Instead, the phrase **Next Call** appears.

Review calls by pressing the △ or ▽ navigation key. The Call Deck loops; after reaching the last call in the deck, press the navigation key again to return to the beginning. The order of priority is:

a. Incoming calls — Always on top.

b. Active calls — On top, as shown in Figure 86, except when there is an incoming call.

c. Ignored calls — When you have received multiple incoming calls and have pressed IGNORE during an incoming call.

d. Held calls — As shown in Figure 87.

Figure 86. Active Call with Incoming Call

The ▲ and ▼ icons at the top of the display indicate that you can press the △ or ▽ navigation key to view other calls.

If you navigate away from a current active call but are still in the Call Deck, you switch back to the active call after 10 seconds of inactivity.

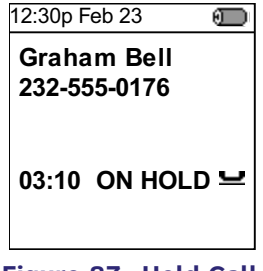


Figure 87. Held Call

Transferring

As with the Deskset, you can transfer an active or held call with the Cordless Handset.

Transferring to an Extension

To transfer an active or held call to an extension with the Cordless Handset:

Figure 88. Transfer To

Figure 89. Extension List

1. Press **XFER**. The Handset displays the screen shown in Figure 88.
2. Press **EXT_#s** to display the **EXTENSION** list, as shown in Figure 89.
3. Press the △ or ▽ navigation key to scroll through the Extension list entries.
4. Press **SELECT, SPEAKER,** or **PHONE** to select an Extension number as a transfer destination.

   The screen shown in Figure 90 appears.
5. Press **XFER** to complete the transfer.

Figure 90. Transfer Confirmation

NOTE

You can press **XFER** before the extension picks up (unsupervised transfer) or after the extension picks up (supervised transfer).

The Transfer action can be canceled by pressing **CANCEL**. The call remains on hold.

Transferring to an Outside Number

To transfer an active or held call to an outside number with the Cordless Handset:

Figure 91. Outside Transfer

Figure 92. Pending Transfer

1. From either an active or held call, press **XFER**. An active call is placed on hold, and the Handset displays the screen shown in Figure 91.
2. To transfer a call to an outside number, dial the number directly or access the outside number through the Call Log, Redial list, Directory, or Quick Dial.

NOTE For outside phone numbers in Voicemail and CID lists, Synapse dials whatever digit, if any, must be dialed first and then dials the number in the display. Therefore, numbers that need editing (adding a preceding 1 or a country code, or removing the area code) cannot be dialed from Voicemail. Press the ◁ or ▷ navigation key to alter Call Log entries.

3. To dial the selected number as a transfer destination, press **SPEAKER** or **PHONE**.

   A screen similar to the one shown in Figure 92 appears.
4. Press **XFER** to complete the transfer.

NOTE You can press **XFER** before the extension picks up (unsupervised transfer) or after the extension picks up (supervised transfer).

Conferencing

You can set up a conference call with two other numbers (either internal, outside, or with both).

To set up a conference with the Cordless Handset:

Figure 93. Start Conference

Figure 94. Dial Second Call

1. When you have connected with the first call to be conferenced, press **CONF**. The active call is automatically placed on hold and the Start Conference screen shown in Figure 93 appears.
2. Establish a second call. The second call can be dialed normally, as shown in Figure 94, or it can be from one of the lists. Once the second call has been established, the screen changes to display **JOIN?**, as shown in Figure 95.
3. To join the calls, press **JOIN?**.

   The selected parties are now in conference, as shown in Figure 96.

Figure 95. Join Conference

Figure 96. Conference Confirmed

Placing a Conference Call on Hold

To put a conference on hold with the Cordless Handset:	
Figure 97. Conference on Hold	Press **HOLD** or **PHONE** to place the conference on hold. A screen similar to the one shown in Figure 97 appears. If you press **PHONE**, you hear a dial tone and are in the Live Dial mode. The first and second calls are placed on hold but are able to communicate with each other. Press UNHOLD to release the call from hold.

Ending a Conference Call

To end a conference call with the Cordless Handset:

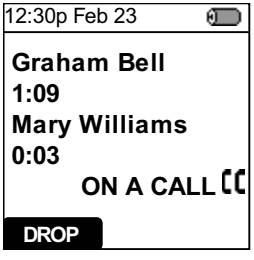


Figure 98. Current Conference

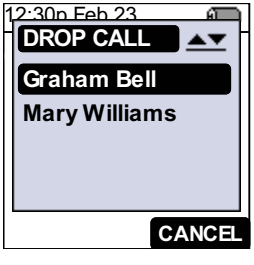


Figure 99. Drop Conference Call

You have the following options:

- To hang up all calls, press **OFF**.
- To drop one call, press **DROP** from the conference screen shown in Figure 98.

  a. Scroll through the list to the call you want to drop, as shown in Figure 99, using the △ or ▽ navigation key.

  b. Press **SELECT** to drop the highlighted call from the conference and hang it up. You return to an active call mode with the remaining call, as shown in Figure 100.

  OR

  Press **CANCEL** to return to the three-way conference as shown in Figure 98.

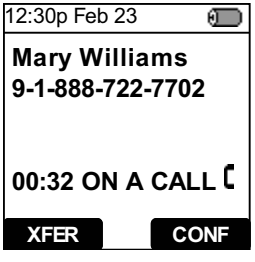


Figure 100. Active Call

NOTE If you have held calls, the system returns to Held Calls mode. If there are no held calls, the system returns to Idle mode.

Managing Held Calls

You can put a maximum of five calls on hold.

To place an active call on hold and to retrieve it with the Cordless Handset:

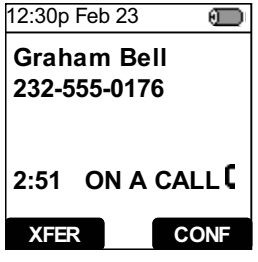


Figure 101. Active Call

- Press **HOLD**.

  The screen changes from **ON A CALL,** as shown in Figure 101, to **ON HOLD**, as shown in Figure 102.

  - Press XFER to transfer the held call to another number.
  - Press UNHOLD to retrieve the held call.
- Press **PHONE** to start a new call.
- Press the dial-pad keys to make a new call while on hold. See *"Predialing" on page 61*.

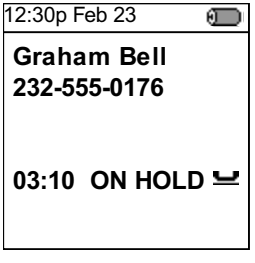


Figure 102. Call on Hold

To retrieve a held call when there is more than one call in the Call Deck with the Cordless Handset:

Figure 103. Call on Hold in the Call Deck

- Press the ▲ or ▼ navigation key to review calls in the Call Deck, as shown in Figure 103.
- Press **UNHOLD** when the call you want to retrieve is displayed. You return to the active call.

NOTE Pressing **PHONE** or **SPEAKER** does not release the call from hold. Those keys start a new call. Pressing **SELECT** has no effect.

Held Call Options

To view Held Call options with the Cordless Handset:

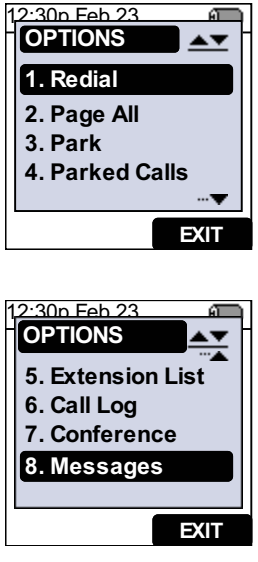


Figure 104. Hold Options

Press **OPTIONS** with a held call displayed to access the Hold options, as shown in Figure 104 and listed below.

1. Redial Accesses the Redial list. See *"Accessing the Redial List with the Cordless Handset" on page 126*.

2. Page All Pages all other extensions. See *"Paging with the Cordless Handset" on page 192*.

3. Park Places the current held call in the Parked Calls list. See *"Parking an Active or Held Call" on page 101*.

4. Parked Calls Accesses the Parked Calls list. See *"Parking a Call" on page 101*.

5. Extension List Accesses the Extension list. See *"Accessing an Extension with the Cordless Handset" on page 124*.

6. Call Log Accesses the Call Log. See *"Accessing the Call Log with the Cordless Handset" on page 180*.

7. Conference Goes to conference setup and uses the current held call. See *"Conferencing" on page 95*.

8. Messages Retrieves Voicemail. See *"Retrieving Personal Voicemail with the Cordless Handset" on page 165*.

Parking a Call

Placing a call on hold and parking a call are similar operations. The difference is that a held call can only be retrieved at the Deskset or Handset that placed the call on hold, and a parked call can be retrieved at any extension.

Parking an Active or Held Call

To park an active call with the Cordless Handset:

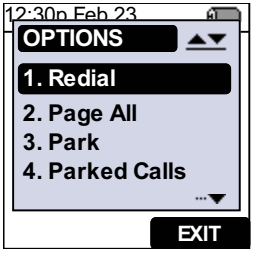


Figure 105. Call Options

Figure 106. Parked Call

1. Press **OPTIONS** from an active or held call to display the **OPTIONS** screen, as shown in Figure 105.
2. Press **3** to park the call, as shown in Figure 106.

The parked call is given a parked call number and is available at all system extensions.

To page others to let them know about this call, see *"Paging with the Cordless Handset" on page 192*.

NOTE When a held call is parked, it is removed from the Held Call list.

Retrieving a Parked Call From Any Extension

If you know the number of the parked call, press **PHONE** and dial the parked call number. If you don't know the number, find the parked call in the Parked Call list.

To retrieve a parked call with the Cordless Handset:

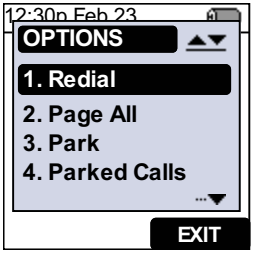


Figure 107. Retrieve Parked Call

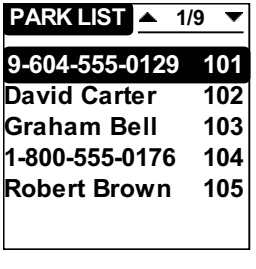


Figure 108. Parked Call List

To access the Parked Call list:

1. Press **OPTIONS**. The screen appears, as shown in Figure 107.
2. Press **4**.

   The parked call list appears, as shown in Figure 108.

To retrieve a parked call:

1. Press the △ or ▽ navigation key to highlight a parked call from the list shown in Figure 108.
2. Press **SELECT, SPEAKER,** or **PHONE** to unpark the selected call and make it an active call.

Using a Corded Headset

You can use a corded headset with the Cordless Handset, as shown in Figure 109.

To use a corded headset with the Cordless Handset:

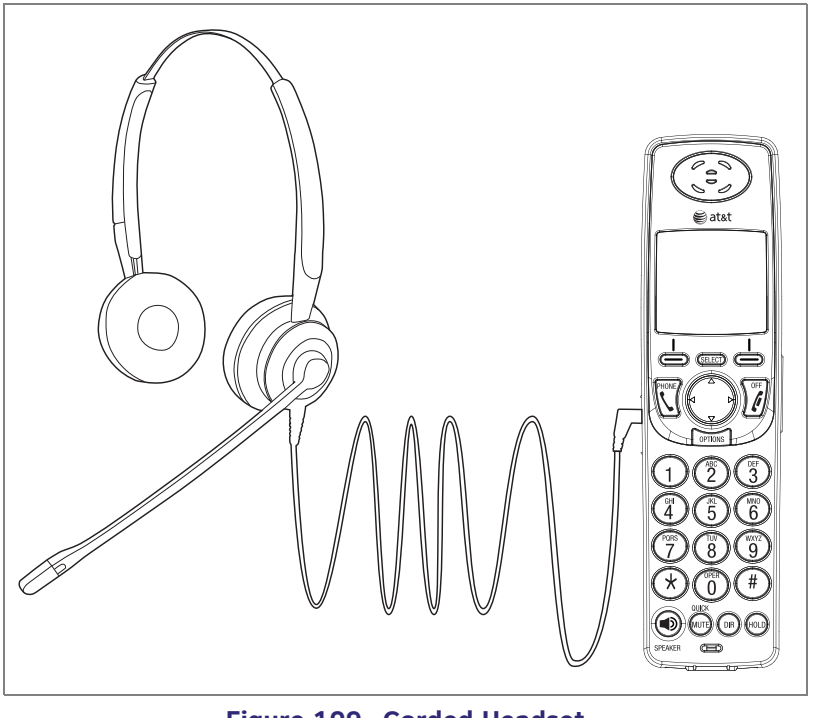


Figure 109. Corded Headset

- Lift the rubber flap to insert an optional 2.5 mm corded headset into the jack on the left side of the Cordless Handset.
- While a corded headset is installed, the audio that would normally be handled by the Handset is handled by the corded headset.
- The Handset returns to normal operation when the corded headset is unplugged.

Call Management Using a Headset

You can use a TL7600 Cordless Headset or a corded headset with the Deskset.

NOTE You can register an optional TL7600 Cordless Headset directly to your Synapse Deskset. There are no wires or cords except for the power cord to the Headset charger. To learn more about the AT&T TL7600 Cordless Headset, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

To use a Headset:

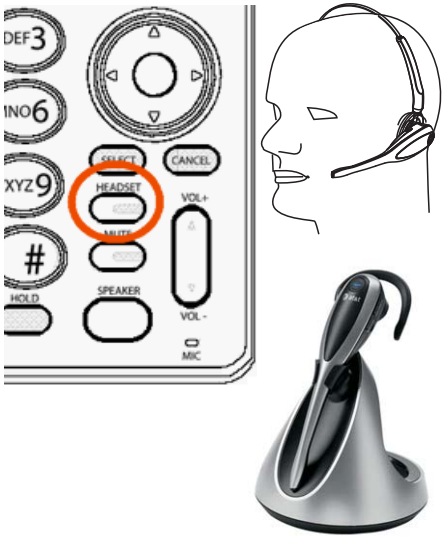


Figure 110. Headset

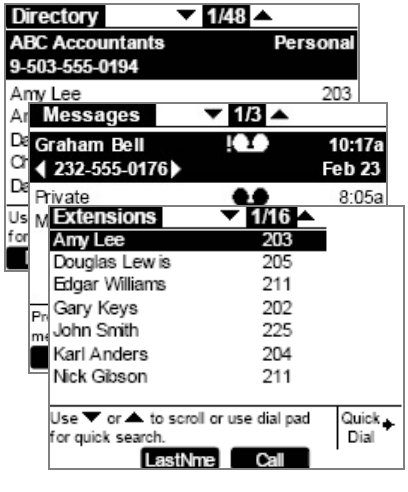
- From Idle mode or during a call using the corded handset or speakerphone, press **HEADSET**, as shown in Figure 110.

  If you have a headset connected to the jack on the bottom of the Deskset, then that headset becomes active.

  If you have a AT&T TL7600 Cordless Headset registered to the Deskset, then the Cordless Headset becomes active.

- To send audio from the headset to the Deskset speakerphone, press **SPEAKER**.

- To send audio from the headset to the corded handset, lift the handset. If the handset is already off hook, press **HEADSET** to send audio to the handset. While the handset is off hook, you can press **HEADSET** again to return audio to the headset.



CHAPTER 5

ACCESSING ITEMS IN LISTS

The Deskset has lists of phone numbers that are used for making calls and for call management. Some of the lists, like Voicemail, have other features associated with them that are explained elsewhere in this guide. In this chapter, you learn how to access an individual item in a list. All instructions start from the Idle screen.

The Deskset provides access to the following lists:

- **Call Queue List** — See *"Accessing the Call Queue" on page 106*
- **Park List** — See *"Accessing the Park List" on page 107*
- **Voicemail List** — See *"Accessing Voicemail" on page 108*
- **Directory List** — See *"Accessing the Directory" on page 110*
- **Call Log** — See *"Accessing the Call Log" on page 111*
- **Extension List** — See *"Accessing the Extension List" on page 113*
- **Quick Dial** — See *"Accessing the Quick-Dial List" on page 114*
- **Redial List** — See *"Accessing the Redial List" on page 117*
- **Held Calls List** – See *"Accessing the Held Calls List (Line Appearance Mode)" on page 121*.

You can also access some of these lists with an optional Cordless Handset. See *"Accessing and Managing Items in Lists with the Cordless Handset" on page 122*.

Accessing the Call Queue

NOTE This feature applies to Call Appearance mode only.

The system administrator can forward Incoming Calls to the Call Queue. The **Queued Calls** list contains unanswered calls. If the system administrator has assigned your extension to the Call Queue, queued calls ring at your extension when your extension becomes idle. You can also view and answer queued calls by accessing the **Queued Calls** list.

To access an entry from the Queued Calls list:

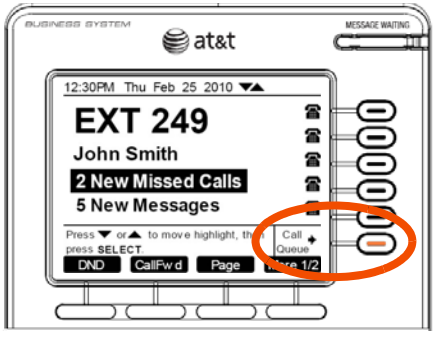


Figure 111. Idle Screen with Call Queue Indicated

Your system administrator may have set up your Deskset screen to show the **Call Queue** key in the bottom right corner. The **Call Queue** key can also show on non-Agent Desksets. The Call Queue key LED flashes orange slowly when there are calls waiting in the Call Queue, as shown in Figure 111.

1. Press **Call Queue** to view the **Queued Calls** list, as shown in Figure 112.

   The oldest queued call is at the top of the list.

2. Use the ▽ and △ Navigation keys to highlight a call, and press Retrieve or **SELECT** to answer it.

3. Press **CANCEL** to exit the **Queued Calls** list.

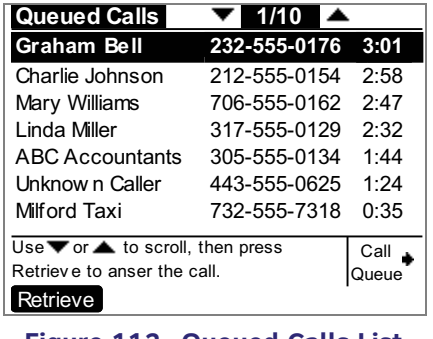

Queued Calls 1/10
Graham Bell 232-555-0176 3:01
Charlie Johnson 212-555-0154 2:58
Mary Williams 706-555-0162 2:47
Linda Miller 317-555-0129 2:32
ABC Accountants 305-555-0134 1:44
Unknown Caller 443-555-0625 1:24
Milford Taxi 732-555-7318 0:35
Use ▼ or ▲ to scroll, then press Retrieve to anser the call.
Call Queue
Retrieve

Figure 112. Queued Calls List

Accessing the Park List

NOTE This feature applies to Call Appearance mode only.

Use the Park list screen to access parked calls from any extension. See *"Parking a Call" on page 88*.

To access an entry in the Park list:

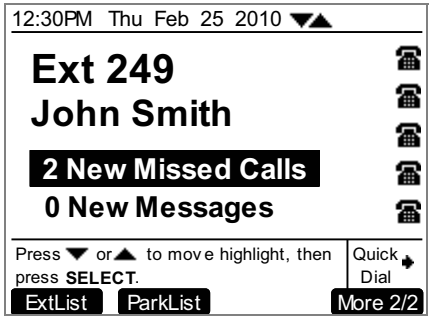


Figure 113. Idle Screen, More 2/2

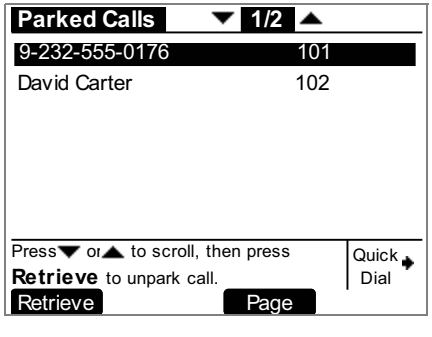


Figure 114. Parked Call List

1. From Idle press More 1/2 or from a held call press More 1/3 to display the ParkList soft key, as shown in Figure 113.

   OR

   In Active mode, press More 1/3, then More 2/3. ParkList appears.

2. Press ParkList to display the **Parked Calls** list, as shown in Figure 114.

3. Press the ▲ or ▼ navigation key to highlight the desired entry.

4. Press Retrieve to retrieve the parked call. The Active Call screen appears, as shown in Figure 115.

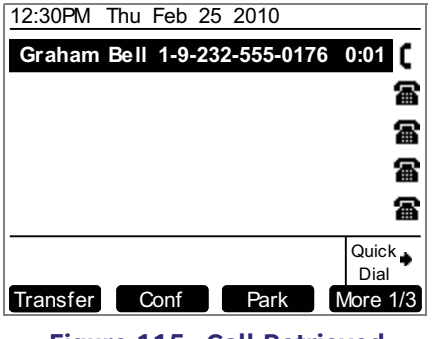


Figure 115. Call Retrieved

Accessing Voicemail

For more information about Voicemail, see *"Voicemail" on page 140*.

To access an entry from Voicemail:

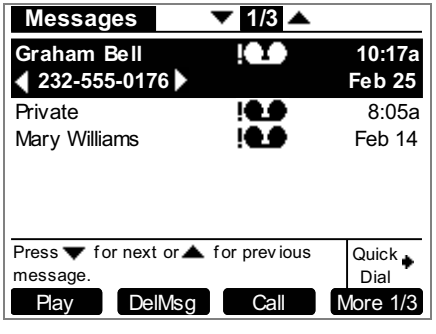


Figure 116. Voicemail Messages

Messages
Do you wish to leave a new message or listen to your messages?
Press LvMsg to record a new message or Listen to review your messages.
Quick Dial
LvMsg
Listen

Figure 117. Leave New or Listen Choice

1. From the Idle screen, press **MESSAGES**.

   If necessary, use the dial pad to enter your user password and press **SELECT**.

NOTE Once you have entered your password, you do not have to enter it again while you are reviewing messages. However, if you exit the **Messages** screen or go to another feature, you will need to enter your password to access the Message list.

The screen that appears depends on your system configuration.

If you do not have Voicemail Distribution enabled or access to a Group Mailbox, Voicemail messages appear showing new and old messages, as shown in Figure 116.

If you have enabled Voicemail Distribution (see *"Voicemail Distribution" on page 237*), the Leave New or Listen screen appears, as shown in Figure 117.

- Press **Lv Msg** to create a message to send to a Voicemail Distribution List. See *"Forwarding a Message to a Distribution List" on page 151*.
- Press **Listen** to view the Mailbox List (if you have Group Mailboxes), as shown in *Figure 118 on page 109* or Voicemail messages, as shown in Figure 116.

To access an entry from Voicemail: (Continued)

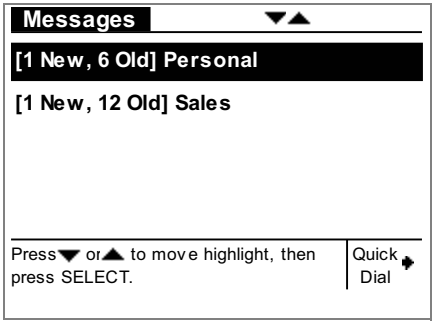


Figure 118. Mailbox List

[**ATA**] If your Synapse telephone system features an optional ATA device and your system administrator has assigned a Group Mailbox to you, a list of your Personal Mailbox and the Mailbox List appears, as shown in Figure 118.

a. If necessary, press the △ or ▽ navigation key to highlight the desired Mailbox.

b. Press **SELECT**. The **Messages** screen shown in *Figure 116 on page 108* appears.

2. Press the △ or ▽ navigation key until you highlight the desired **Messages** entry.

   See *"Voicemail" on page 140* for more information about Group Mailboxes.

3. Press **CANCEL** to exit the Voicemail list.

To view your Voicemail with the Cordless Handset, see *"Accessing Personal Voicemail with the Cordless Handset" on page 163.* Voicemail Distribution and Group Mailboxes are not supported on the Cordless Handset.

Accessing the Directory

By default, the **Directory** screen displays the combination of all three Directory lists—Personal, System, and Extension. See *"Directory" on page 129* for a description of the three lists. You can choose to view only one of the lists. See *"Viewing Directory Entries" on page 131*.

To access a Directory entry:

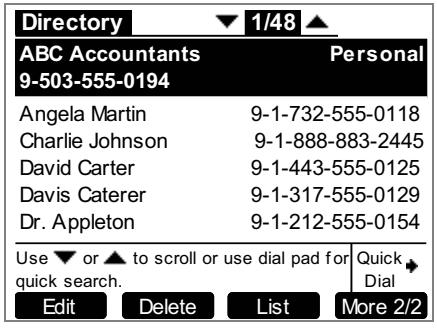


Figure 119. Directory

1. Press **DIRECTORY**. The **Directory** screen shown in Figure 119 appears.
2. Press the ▲ or ▼ navigation key until you highlight the desired entry.
3. Press **CANCEL** to exit the Directory list.

NOTE For more information about creating and using directories, see *"Using the Directory" on page 130*.

To do this with the Cordless Handset, see *"Accessing the Directory with the Cordless Handset" on page 138*.

Accessing the Call Log

For more information about the Call Log, see *"Call Log" on page 171*.

To access the Call Log list:

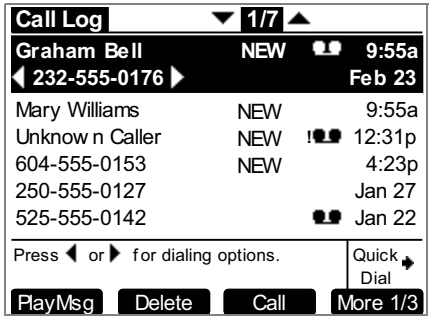


Figure 120. Call Log List

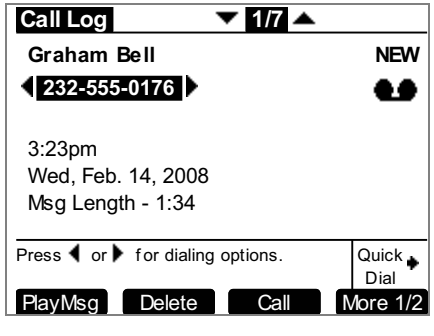


Figure 121. Call Log Details

1. From the Idle screen, press **CALL LOG** to display the screen shown in Figure 120.
   - You can view the Call Log details screen shown in Figure 121.

     Press More 1/3, then More 2/3, then Details to display the Call Log Details screen shown in Figure 121.
   - Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the ◁ or ▷ navigation key to step through the dialing options.

     More information about this feature appears in *"Call Log" on page 171*.
2. Press **CANCEL** to exit the Call Log.

NOTE Whatever digit, if any, that must be dialed first to indicate this is an outside call is automatically prefixed to the digit string before the number is dialed out.

To do this with the Cordless Handset, see *"Accessing the Call Log with the Cordless Handset" on page 180*.

About the Extension List

You can access the Extension list illustrated in Figure 122 from Idle, Live Dialing, Transfer, and Conference Setup modes.

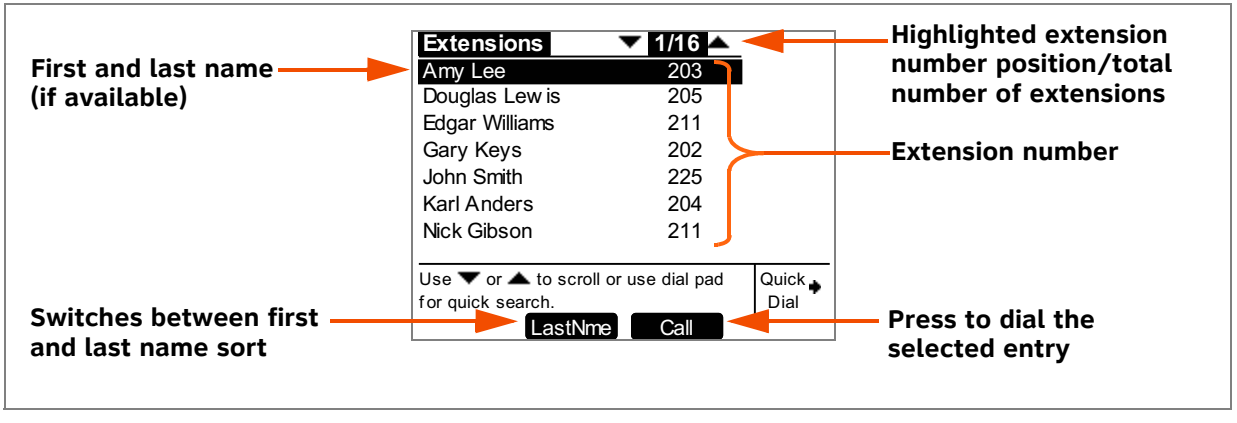

First and last name (if available)
Extensions 1/16
Amy Lee 203
Douglas Lewis 205
Edgar Williams 211
Gary Keys 202
John Smith 225
Karl Anders 204
Nick Gibson 211
Use ▼ or ▲ to scroll or use dial pad for quick search.
Quick Dial
LastNme
Call
Highlighted extension number position/total number of extensions
Extension number
Switches between first and last name sort
Press to dial the selected entry

Figure 122. Extension List Functions

NOTE [ATA] Any analog telephones connected to an optional ATA have extension numbers, but do not appear in the Extension list.

Accessing the Extension List

To access an extension:

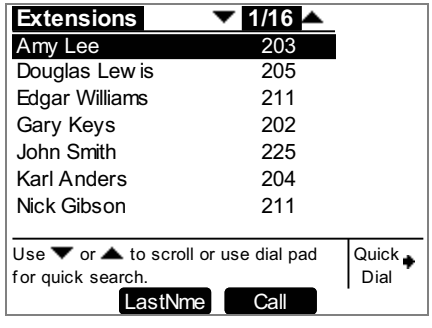


Figure 123. Extension List

1. **Call Appearance mode:** From the Idle screen, press More 1/2 and then press ExtList.

   Line Appearance mode: From the Idle screen, press ExtList.

   OR

   When dialing live (off hook), press ExtList.

   The Extension list appears, as shown in Figure 123.

2. Press the △ or ▽ navigation key until you highlight the desired entry.

   OR

   Use the dial pad to jump to the first name that begins with the first letter of the key that you press.

3. Press Call to call the highlighted extension or press **CANCEL** to exit the Extension list.

NOTE

You can also access the Extension list from the following:

- **Transfer** — Call Appearance mode only. See *"Transferring a Call Overview" on page 82*.
- **Conference Setup** — See *"Hold and Cancel a Conference" on page 86*.

To do this with the Cordless Handset, see *"About the Cordless Handset Extension List" on page 123*.

Accessing the Quick-Dial List

The Quick-Dial list shown in Figure 125 provides up to six entries for frequently called numbers and is available in all modes.

To access and dial Quick-Dial entries:

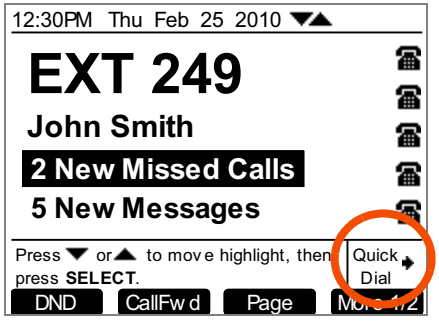


Figure 124. Quick Dial

Figure 125. Quick-Dial Entries

1. Press the button to the right of Quick Dial, as shown in Figure 124.

   Quick-Dial labels appear, as shown in Figure 125.

2. Press a Quick-Dial button to the right of a label to dial that number.

   - The Quick-Dial entries are not associated with the Directory.
   - To do this with the Cordless Handset, see *"Accessing the Quick-Dial List with the Cordless Handset" on page 125*.

Editing Quick Dial Entries

After you access a Quick-Dial entry, you can add and edit Quick-Dial entries using the Deskset or the WebUI. To edit entries using the WebUI, see *"Quick-Dial Keys" on page 236*.

To edit Quick Dial from the Deskset:

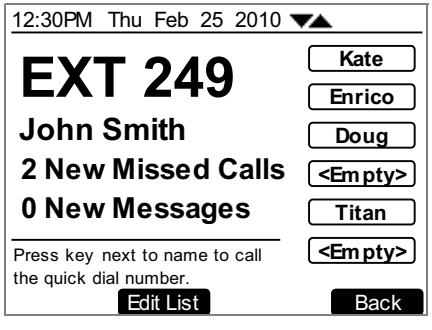


Figure 126. Quick-Dial List

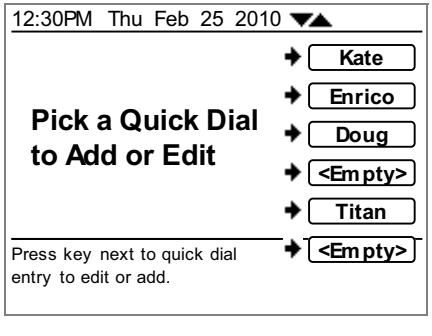

12:30PM Thu Feb 25 2010
Pick a Quick Dial to Add or Edit
Press key next to quick dial entry to edit or add.
Kate
Enrico
Doug
<Empty>
Titan
<Empty>

Figure 127. Pick a Quick Dial

1. Press the key to the right of Quick Dial to display the Quick-Dial list shown in Figure 126.
2. Press EditList to add or edit a Quick-Dial entry. The screen shown in Figure 127 appears.
3. Press the key to the right of the entry you want to edit.
4. Enter the desired name and number, as shown in Figure 128. Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   a. Enter the name.
   b. Press the ▽ navigation key and enter the number.

   Enter the digit **9** or whatever digit, if any, that must be dialed for outside calls before the phone number to dial an outside number. To include a pause in the number, press Pause.
5. Press Save to store the number. The Quick-Dial list appears.

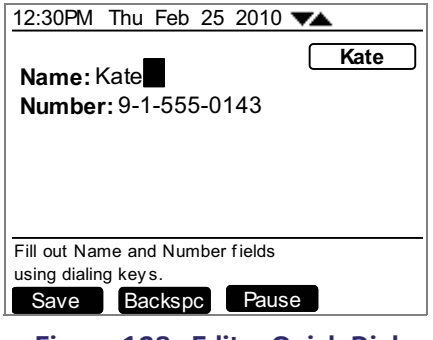


Figure 128. Edit a Quick Dial

About the Redial List

The last 20 phone numbers that you dialed are recorded in the Redial list, as shown in Figure 129.

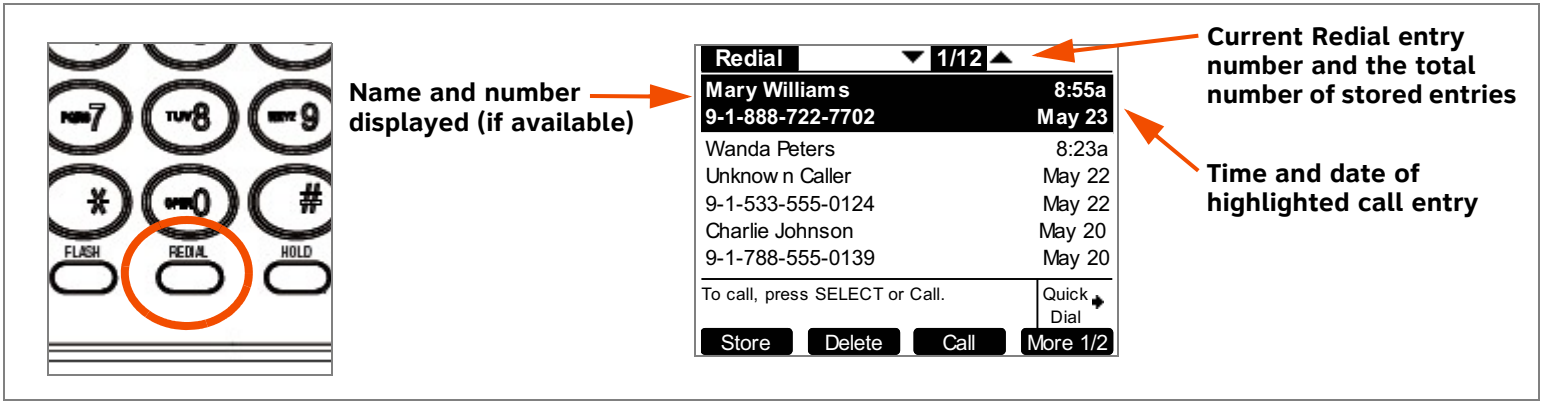


Figure 129. Redial List

Table 12. Redial List Function

Key	Description	Key	Description	Key	Description	Key	Description
Store	Stores number in Personal list.	Delete	Deletes an entry.	Call	Dials the selected entry.	More 1/2 More 2/2	Moves to the next set of soft keys. If this key appears, there are more than four soft keys available. **More 1/2** indicates that you are on page one of two.
Details	Shows more details for a particular entry.	DelAll	Deletes all entries.				

Accessing the Redial List

To access a Redial entry:

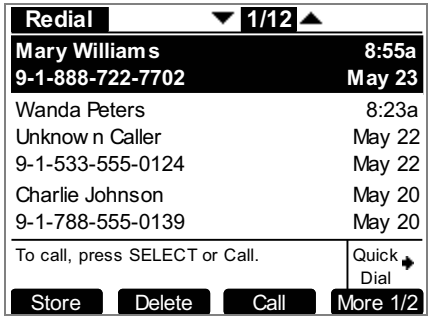


Figure 130. Redial List

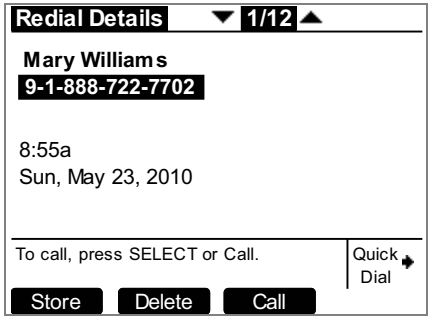


Figure 131. Redial Details

1. Press **REDIAL** to display the Redial List, as shown in Figure 130.
   - Press the ▲ or ▼ navigation key until you highlight the desired entry.
   - Press More 1/2, then Details to display details about the highlighted entry, as shown in Figure 131.
2. Press **CANCEL** to exit the Redial list.

To do this with the Cordless Handset, see *"Accessing the Redial List with the Cordless Handset" on page 126*.

Storing Redial Entries

To store a Redial entry into your Personal list:

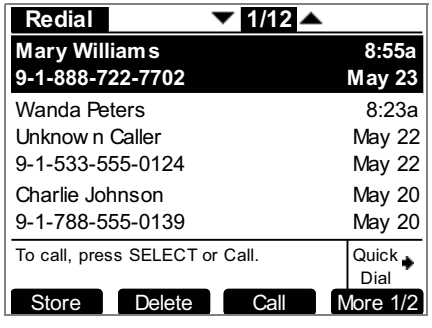


Figure 132. Redial List

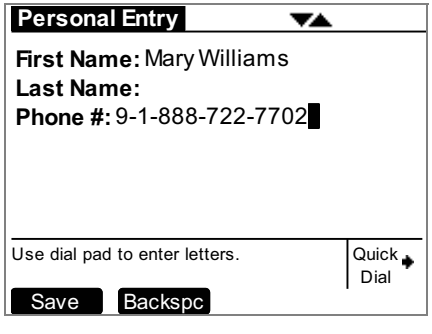


Figure 133. Personal Entry

1. Press **REDIAL** to access the Redial list, as shown in Figure 132.
2. Press the ▲ or ▼ navigation key until you highlight the desired entry.
3. Press Store. The screen shown in Figure 133 appears.
   - The Deskset automatically fills in the name and number, if available.
   - If necessary, edit the name and number. Press the ▼ navigation key to move the cursor to the **Last Name** and **Phone #** entries.
4. Press Save to save the entry.

NOTE The system does not check for duplicate entries.

Deleting Redial Entries

You can delete a single Redial entry from the Redial list or all Redial entries. Ensure the entry you wish to delete is highlighted.

To delete a single entry:

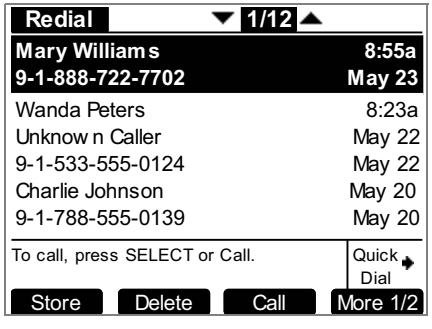


Figure 134. Redial List, 1 of 2

1. Press **REDIAL** to access the Redial list, as shown in Figure 134.
2. Press the ▲ or ▼ navigation key until you highlight the desired entry.
3. Press Delete. The next entry in the list is highlighted.
4. Press **CANCEL** to exit the Redial list.

To do this with the Cordless Handset, see *"To delete entries from the Redial list:" on page 127*.

To delete all Redial entries:

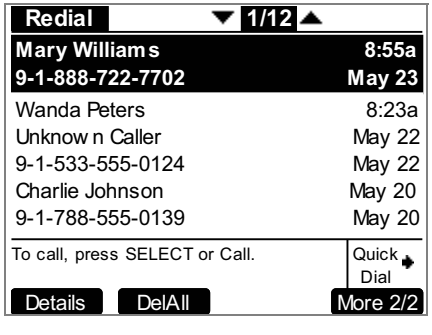


Figure 135. Redial List, 2 of 2

1. Press **REDIAL** to access the Redial list, as shown in Figure 134.
2. Press More 1/2 to display the DelAll soft key, as shown in Figure 135.
3. Press DelAll. A Confirmation screen appears, as shown in Figure 136.
4. Press Yes to confirm deletion.
5. Press **CANCEL** to exit the Redial list.

Figure 136. Delete All

Searching the Directory or Extension Lists Using the Dial Pad

Use the dial pad to view the first entry that starts with any letter.

To search for a list entry on the Deskset:

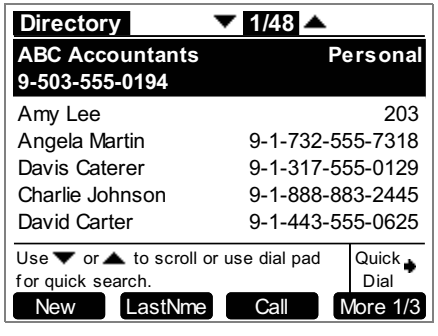


Figure 137. Directory List

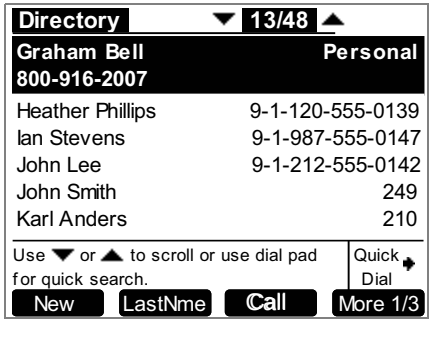


Figure 138. Search Result

1. Select a list to search, such as the Directory shown in Figure 137.
2. Pressing a dial-pad key causes the Deskset to search for an exact match or the closest match as follows:
   - If you press **4** once, the Deskset searches for names beginning with **G**.
   - If you press **4** twice, the Deskset searches for names beginning with **H**.

     See *"Deskset Dial-Pad Entry" on page 30* for information on entering other individual letters. This searching function uses only the uppercase letters.
   - When an exact match is found, the highlight bar moves to that entry, as shown in Figure 138.
   - If you enter a letter and the Deskset cannot find an exact match, the highlight moves to the entry with the next closest alphabetical match.

Accessing the Held Calls List (Line Appearance Mode)

When you or anyone else in your office puts an external call on hold, the call is displayed in the Held Calls List. From the Held Calls List, you can view and retrieve any held call in the system.

Your Deskset Line Appearance LEDs also show which lines have held calls on them, but only for the lines assigned to that Deskset. All Desksets in the system may not have the same lines assigned to them. For example, your department may have lines 1 to 4 assigned to your Desksets. Another department in your company may have lines 5 to 8 assigned to their Desksets. Using the Held Calls List at your Deskset, you can access calls being held on lines 1 to 8.

To view and retrieve calls from the Held Calls List:

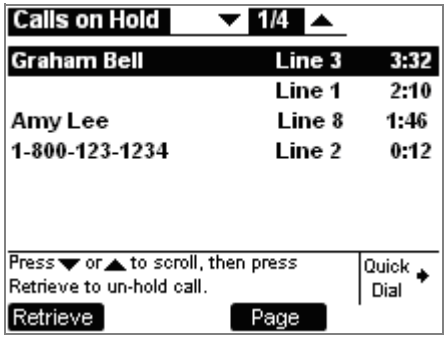


Figure 139. Held Calls List

1. Press HoldList.

   The **Calls on Hold** screen appears, as shown in Figure 139.

2. Press the △ or ▽ navigation key to highlight the desired call.

3. Press **SELECT** to retrieve the call.

   The call becomes active on your Intercom line. Any previous active call on your Deskset goes on hold.

NOTE If you place a Line Appearance call on hold then retrieve the same call from the Held Calls List, you will only be able manage the call on the Intercom line.

Accessing and Managing Items in Lists with the Cordless Handset

You can also access the phone number lists with the optional SB67040 Cordless Handset.

NOTE Cordless Handset operation is compatible with Call Appearance mode only.

All instructions start from the Idle screen.

The Cordless Handset provides access to the following lists:

- **Extension List** — See *"About the Cordless Handset Extension List" on page 123*
- **Quick-Dial List** — See *"Accessing the Quick-Dial List with the Cordless Handset" on page 125*
- **Redial List** — See *"Accessing the Redial List with the Cordless Handset" on page 126*.
- **Directory List** — See *"" on page 138*
- **Voicemail List** — See *"Accessing Personal Voicemail with the Cordless Handset" on page 163*
- **Call Log** — See *"Using the Call Log with the Cordless Handset" on page 181*

About the Cordless Handset Extension List

You can access the Extension list illustrated in Figure 140 from Idle, Live Dialing, Transfer, and Conference Setup modes.

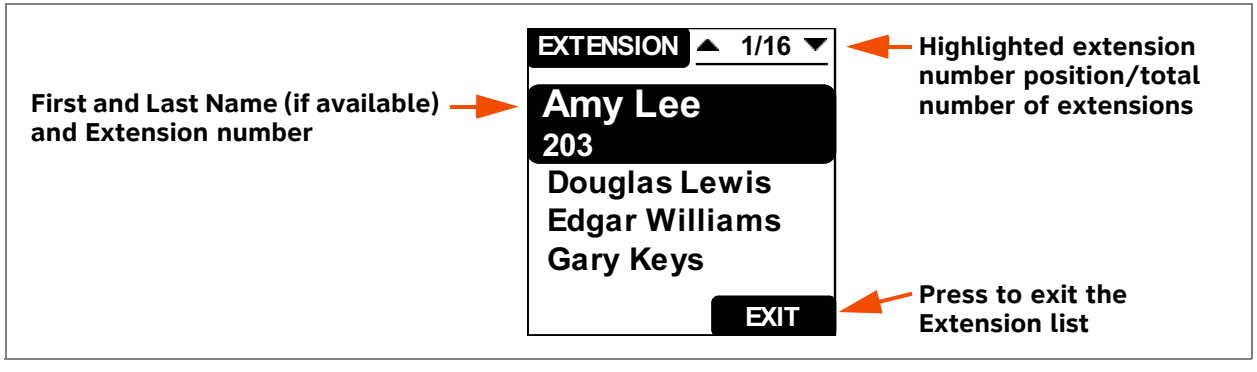


Figure 140. Extension List Functions

NOTE [ATA] Any analog telephones installed through an optional ATA have extension numbers, but do not appear in the Extension list.

Accessing an Extension with the Cordless Handset

The following steps display the **EXTENSION** screen shown in Figure 141.

To access an extension:

Figure 141. Extension List

1. From the Idle screen, press **OPTIONS** and then press **4**.

NOTE

You can also access the **EXTENSION** screen from the following:

- **Transfer** — See *"Transferring" on page 93*.
- **Conference Setup** — See *"Conferencing" on page 95*.

2. Press the ▲ or ▼ navigation key until you highlight the desired entry.

   You can use the dial pad for a quick search when viewing the Extension list.

3. Press **SELECT** or **PHONE** to dial the highlighted number. If you are accessing the Extension list from Idle mode, pressing **SPEAKER** also dials out the selected number.

4. Press **EXIT** to return to the previous screen.

Accessing the Quick-Dial List with the Cordless Handset

The Quick-Dial list shown in Figure 125 provides up to six entries for frequently called numbers and is available in all modes. The Quick-Dial entries are not associated with the Directory.

To access and dial Quick-Dial entries:

Figure 142. MUTE/QUICK

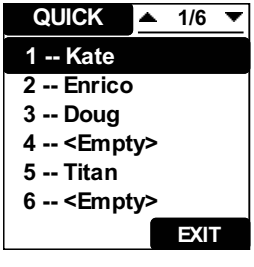


Figure 143. Quick-Dial Entries

1. Press and hold **MUTE/QUICK** as shown in Figure 142 for at least two seconds.

   The Quick-Dial entries display, as shown in Figure 143.

2. Press the △ or ▽ navigation keys to highlight the entry to call.

   OR

   To dial a number immediately, press the number next to the name.

3. Press **SELECT**, **PHONE**, or **SPEAKER** to dial the selected entry.

   The screen displays the number, you hear a dial tone, and the number is automatically dialed.

4. If you choose not to dial a number, press **EXIT** to return to the previous mode.

Accessing the Redial List with the Cordless Handset

The last 20 phone numbers that you dialed are recorded in the Redial list.

To access and dial a Redial entry:

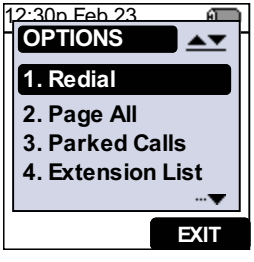


Figure 144. Options Menu

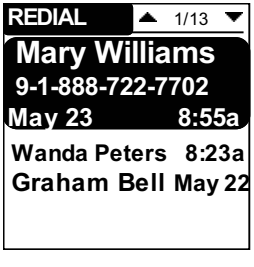


Figure 145. Redial List

1. From the Idle screen, press **OPTIONS**. The menu appears, as shown in Figure 144.

NOTE Similar menus appear when you press **OPTIONS** during an active or held call.

2. Press **1** to display the **REDIAL** screen, as shown in Figure 145.
   - Press the ▲ or ▼ navigation key to view Redial entries.
   - Press **SELECT** or **PHONE** to dial out the highlighted number in the Redial list. If you are accessing the Redial list from Idle mode, pressing **SPEAKER** also dials out the selected number.
3. Press **EXIT** to return to the previous mode.

To delete entries from the Redial list:

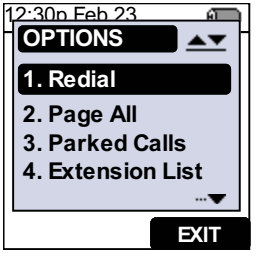


Figure 146. Options Menu

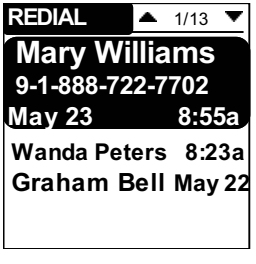


Figure 147. Redial List

1. From the Idle screen, press **OPTIONS**. The menu shown in Figure 146 appears.
2. Press **1** to display the **REDIAL** screen, as shown in Figure 147.
   - Press the ▲ or ▼ navigation key to view Redial entries.
   - Press DELETE to delete the selected entry.
   - To delete all entries, press **OPTIONS**. The Redial Options menu appears, as shown in Figure 148.
     - Press **1** or **SELECT** to display the Delete All Confirmation screen.
       - Press YES to delete all Redial entries.
       - Press NO to return to the **REDIAL** screen.
3. Press EXIT to return to the previous mode.

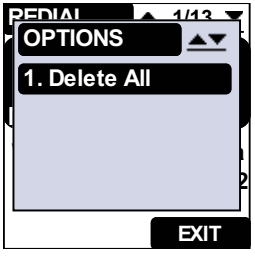


Figure 148. Redial Options

Searching the Directory or Extension Lists Using the Cordless Handset Dial Pad

Use the dial pad to get to the first entry that starts with any letter.

To search for a list entry on the optional Cordless Handset:

Figure 149. Directory List

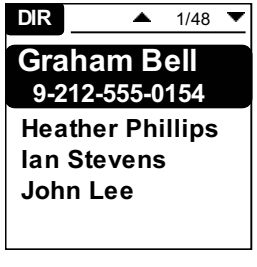
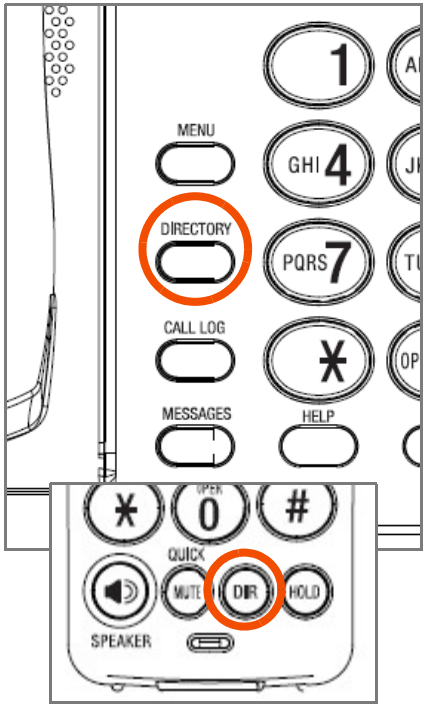
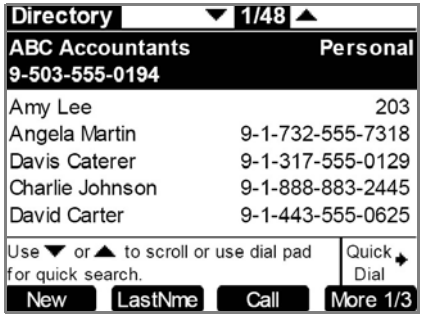


Figure 150. Search Result

1. Select a list to search, such as the Directory shown in Figure 149.
2. Pressing a dial-pad key causes a letter to display in the center of the Handset screen. The Handset searches for an exact match or the closest match as follows:
   - If you press **4** once, the Handset searches for names beginning with **G**.
   - If you press **4** twice, the Handset searches for names beginning with **H**. See *"Dial-Pad Entry" on page 49* for information on entering other individual letters.
   - When an exact match is found, the highlight moves to that entry, as shown in Figure 150.
   - If you enter a letter and the Handset cannot find an exact match, the highlight moves to the entry with the next closest alphabetical match.





CHAPTER 6

DIRECTORY

The Synapse system provides three Directory lists. By default, the system displays entries from all three lists when you press **DIRECTORY** (or you press **DIR** on the optional SB67040 Cordless Handset). See *"Viewing Directory Entries" on page 131* to learn how you can limit this display to one of the three lists.

- **Personal** — You can add, edit, and delete up to 50 entries in this Personal directory from the Deskset or the WebUI (referred to as "Extension Directory" on the WebUI). These entries are available only at your extension.
- **System** — This public directory is created and maintained by the system administrator. You can sort and view this directory, but you cannot modify it.
- **Extension** — This is a list of all extensions in the system. It contains the Display Names that the administrator entered and the extension number of each Deskset. You can view and sort this directory, but you cannot modify it.

- *"Using the Directory" on page 130*
- *"Viewing Directory Entries" on page 131*
- *"Creating a New Personal List Entry" on page 133*
- *"Editing a Personal List Entry" on page 134*
- *"Storing Directory Entries from the Call Log or Redial List" on page 135*
- *"Directory Sort" on page 137*
- *"Accessing the Directory with the Cordless Handset" on page 138.*

Using the Directory

Access the Directory by pressing **DIRECTORY** to display the screen shown in Figure 151.

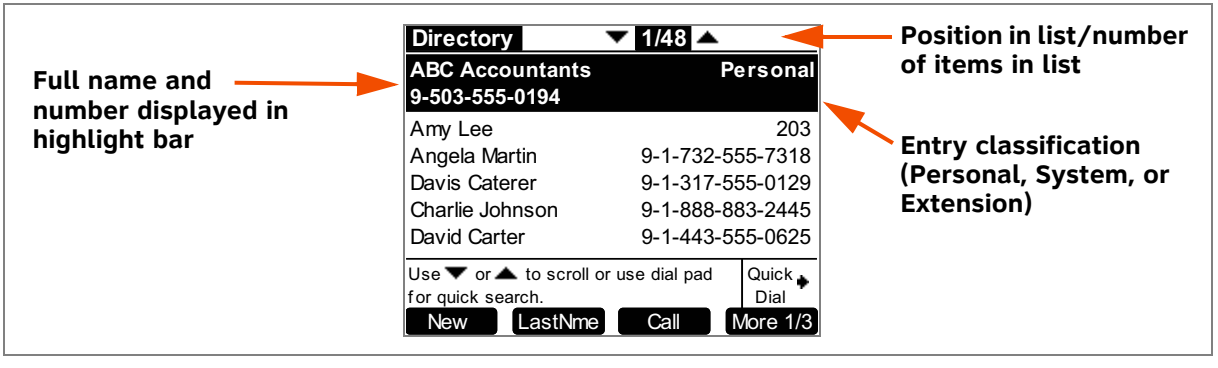


Figure 151. Directory Screen Description

Table 13. Directory Screen Description

Key	Description	Key	Description	Key	Description	Key	Description
New	Creates a new entry in the Personal list.	FirstNme LastNme	Switches between first and last name sort in Directory and Extension list.	Call	Dials the selected entry.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates that you are on page one of three.
Edit	Allows you to change previously entered information.	Delete	Deletes the highlighted entry.	List	Opens the Directory List Options menu.		
Details	Displays entry details.						

Viewing Directory Entries

You can view all **Directory** entries in one list, or you can view only the Personal list, System list, or Extension list. Within a list, you can press a dial-pad key to see the first name that starts with the first letter on that key. If there is no match, the set displays the next entry in the alphabetical list.

To view the Directory:

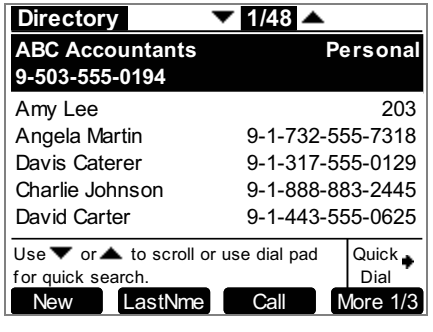


Figure 152. Directory, More 1/3

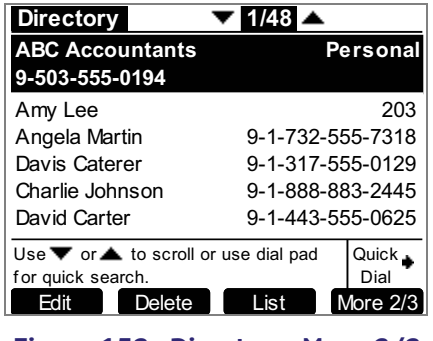


Figure 153. Directory, More 2/3

1. Press **DIRECTORY** to display the **Directory**, as shown in Figure 152.

NOTE If the list is currently sorted by first name, LastNme appears. If you press LastNme, the list is sorted by last name and FirstNme appears.

2. Press More 1/3 to display the second set of **Directory** soft keys, as shown in Figure 153.

   If the Directory is empty, Edit and Delete do not appear.

3. Press List to display the **Directory List** screen, as shown in Figure 154.

4. Press the ▲ or ▼ navigation key to highlight the desired list, and press **SELECT**.

   The system displays the first entry in the selected list.

5. Press List to display the **Directory List** screen again.

6. To change the default list, press the ▲ or ▼ navigation key to highlight the desired list. Then press Set?.

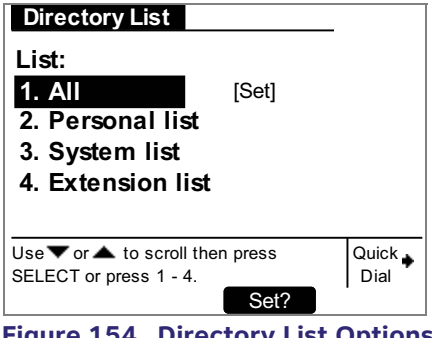


Figure 154. Directory List Options

To view the Directory: (Continued)

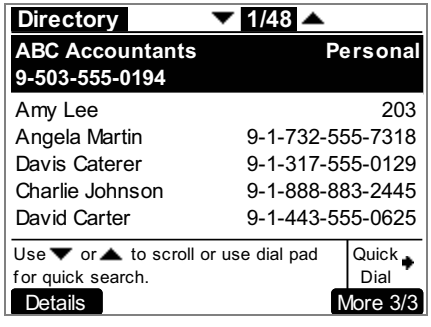


Figure 155. Directory, More 3/3

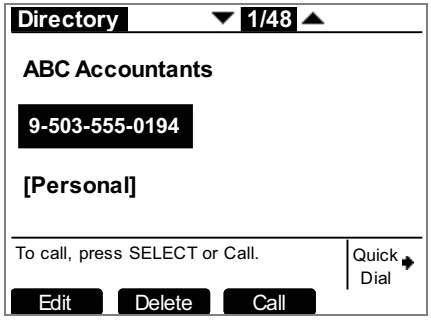


Figure 156. Directory Entry Details

7. Press More 2/3 to display the third set of **Directory** soft keys, as shown in Figure 155.
8. Press Details to see names and numbers that are too long to be displayed on the **Directory** screen. The Details screen appears, as shown in Figure 156.

   If the entry is Personal, Edit and Delete appear.

   - Press Edit to make changes to the entry. See *"To edit a Personal list entry:" on page 134*.
   - Press Delete to delete the entry. See *"To delete a Personal list entry:" on page 136*.
9. Press **CANCEL** to return to the **Directory**.

Creating a New Personal List Entry

You can add up to 50 personal entries to the **Directory**. These personal entries are only visible at your extension.

To create a new Personal list entry:

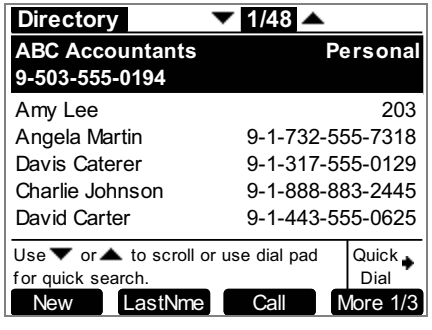


Figure 157. Directory

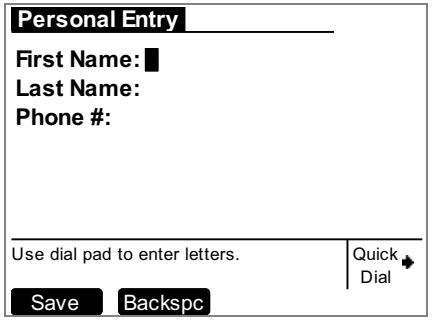


Figure 158. Personal Entry

1. Press **DIRECTORY** to display the **Directory**, as shown in Figure 157.
2. Press New to display the **Personal Entry** screen with the cursor positioned in the **First Name** field, as shown in Figure 158.
3. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See *"Deskset Dial-Pad Entry" on page 30*. The name text fields are limited to 20 characters each and the number field is limited to 32 digits.
4. When editing the entry, you have the following options:
   - Press the ◁ or ▷ navigation key to move the cursor.
   - Press the △ or ▽ navigation key to move to the previous or next field.
   - Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   - Press Pause to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For outside phone numbers, enter a **9**, or whatever digit, if any, that must be dialed first to indicate this is an outside call.
5. Press Save. The **Directory** shown in Figure 157 appears.

Editing a Personal List Entry

You can edit any Personal list entry while viewing the **Directory**.

To edit a Personal list entry:

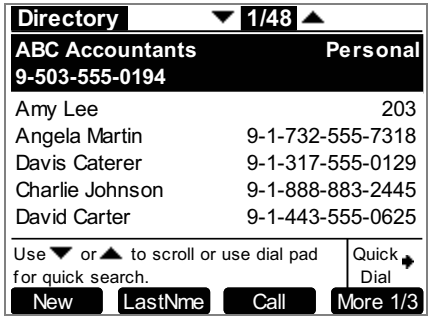


Figure 159. Personal List

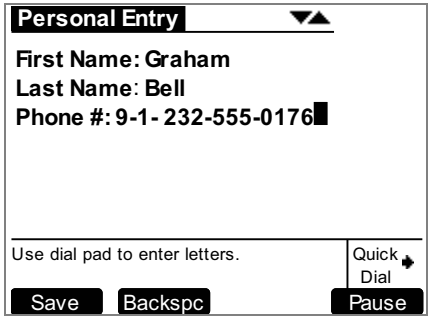


Figure 160. Edit Personal Entry

1. Press **DIRECTORY** to display the **Directory**, as shown in Figure 159.
2. Press the ▲ or ▼ navigation key to highlight a **Personal** entry.
3. Press More 1/3 and Edit to display the **Personal Entry** edit screen, as shown in Figure 160.

NOTE The Edit key is not available when a **System** or **Extension** entry is highlighted in the Directory list.

4. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See *"Deskset Dial-Pad Entry" on page 30*. The name text fields are limited to 20 characters each and the number field is limited to 32 digits.
5. When editing the entry, you have the following options:
   - Press the ◀ or ▶ navigation key to move the cursor.
   - Press the ▲ or ▼ navigation key to move to the previous or next field.
   - Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   - Press Pause to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For outside phone numbers, enter a **9**, or whatever digit, if any, that must be dialed first to indicate this is an outside call.
6. Press Save. The **Directory** shown in Figure 159 appears.

Storing Directory Entries from the Call Log or Redial List

To store a Call Log or Redial entry into your Personal list:

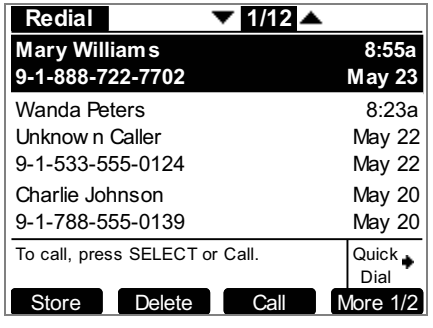


Figure 161. Redial List

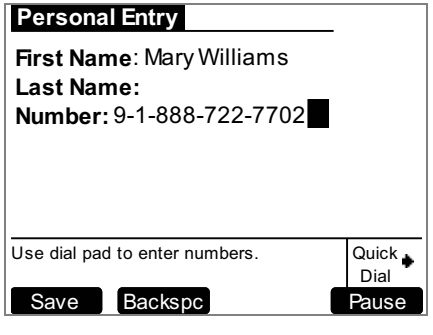


Figure 162. Personal Entry

1. Press **CALL LOG** or **REDIAL** to access either list. The **Redial** list is shown in Figure 161.
2. Press the ▲ or ▼ navigation key until you highlight the desired entry.
3. Press Store to store the entry in your Personal list. (Press More 1/3 to display Store on the **Call Log** screen.) The screen shown in Figure 162 appears.
   - The Deskset automatically fills in the name and number, if available.
   - If necessary, edit the name and number. Press the ▼ navigation key to move the cursor to the **Last Name:** and **Number:** entries.
   - Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   - Press Pause to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For outside phone numbers, enter a **9**, or whatever digit, if any, that must be dialed first to indicate this is an outside call.
4. Press Save to save the entry.

   OR

   Press **CANCEL** to exit without saving the entry.

NOTE The system does not check for duplicate entries.

Deleting a Personal List Entry

You can delete any one of your personal list entries while viewing the **Directory**.

To delete a Personal list entry:

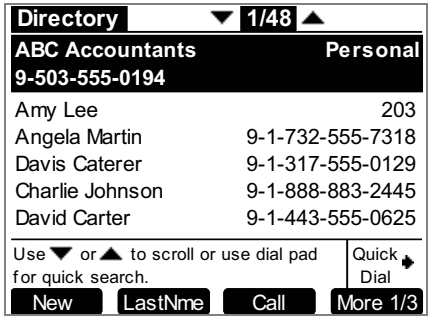


Figure 163. Directory, More 1/3

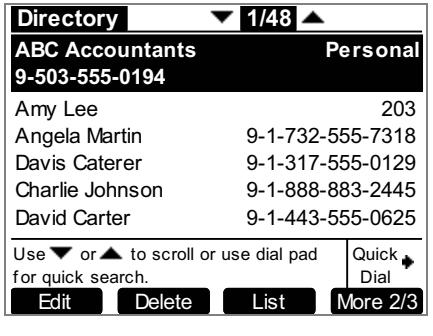


Figure 164. Directory, More 2/3

1. Press **DIRECTORY** to display the **Directory**, as shown in Figure 163.
2. Press the ▲ or ▼ navigation key to highlight the entry to be deleted.
3. Press **More 1/3** to display the **Delete** soft key, as shown in Figure 164.
4. Press **Delete**. The confirmation screen appears, as shown in Figure 165.
5. To confirm the deletion, press **Yes**.

NOTE The **Delete** key is not available when a System or Extension entry is highlighted in the Directory.

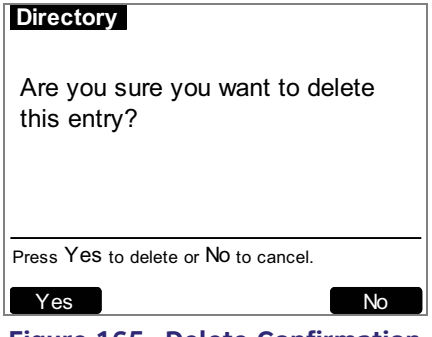


Figure 165. Delete Confirmation

Directory Sort

The **Directory** entries are sorted by first or last names. When you use the dial pad to search, the system searches for the names in the sort order.

To sort Directory entries:

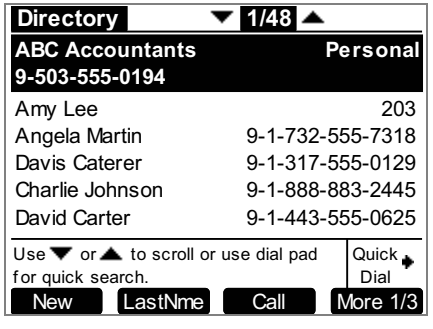


Figure 166. First Name Sort

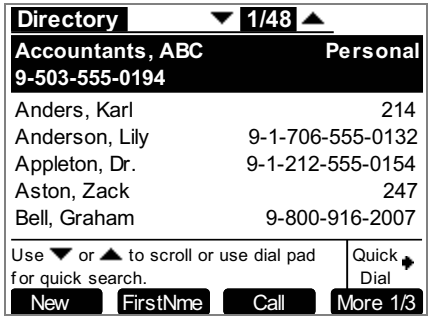


Figure 167. Last Name Sort

Press **DIRECTORY** to display the **Directory**, as shown in Figure 166.

- To sort the entries by last name, press LastNme, as shown in Figure 166.
- To sort the entries by first name, press FirstNme, as shown in Figure 167.

The **Directory** stays in the chosen sort order until you change it.

Accessing the Directory with the Cordless Handset

You can also access the Directory with the optional SB67040 Cordless Handset.

NOTE Cordless Handset operation is compatible with Call Appearance mode only.

All instructions in this section start from the Idle screen.

To access a Directory entry:

Figure 168. DIR Key

Figure 169. Directory

1. Press **DIR** as shown in Figure 168. The Directory screen appears, as shown in Figure 169.
2. Press the △ or ▽ navigation key to scroll to the desired entry.

   OR

   Press a dial-pad key, as shown in *"Dial-Pad Entry" on page 49*, to reach the first name in the alphabetical Directory whose first letter matches or is next in the Directory after that letter. Then press the △ or ▽ navigation key to scroll to the desired entry.
3. Press **SELECT** or **PHONE** to dial the highlighted Directory entry. If you are accessing the Directory from Idle mode, pressing **SPEAKER** also dials the selected number.
4. Press **EXIT** to return to the previous screen.

To select the Directory list you see:

Figure 170. Directory

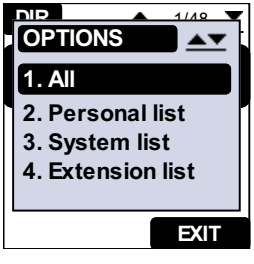


Figure 171. Options Menu

Your Handset displays **All** lists (the combination of your Personal list, the System list, and the Extension list) when you press **DIR**. However, you can temporarily view and select from a specific list.

1. Press **DIR** to access the Directory, as shown in Figure 170.
2. Press **LIST** to display the **Options** menu shown in Figure 171.
3. Press **1** though **4** to select the desired list.

   OR

   Use the △ or ▽ navigation key to scroll to the desired list, then press **SELECT**.

NOTE You cannot sort the Directory from the Handset. The handset uses whatever sort order is set on the Deskset. See *"Directory Sort" on page 137*.

4. Press **EXIT** to return to the previous screen.

CHAPTER 7

VOICEMAIL

Your Synapse system records and saves incoming Voicemail messages. You can play, delete, or forward those messages to one or many other extensions. The MESSAGE WAITING LED, shown in *Figure 172 on page 141*, lights up when there is at least one new message and **# New Messages** appears on the Idle screen. The Voicemail messages are stored in one or more mailboxes. Each individual message can be up to 2 minutes. There are 30 minutes of Personal Message record time in the Personal Mailbox at each Deskset. You can also create a new message and send it to a Voicemail distribution group that you have created. See *"Voicemail Distribution" on page 237*.

[**ATA**] If your system has an optional Analog Terminal Adapter (ATA), you may have access to one or more Group Mailboxes. Group Mailboxes allow more than one person access to Voicemail messages, which are stored in the ATA. Group Mailboxes can be set by your system administrator to have up to 60 minutes of record time.

Access to Personal Messages is different than access to messages in Group Mailboxes.

- *"Voicemail Overview" on page 141*
- *"Accessing Your Messages" on page 145*
- *"Create and Send a New Message to a Distribution List" on page 155*
- *"Accessing Your Voicemail Remotely" on page 160*
- *"Accessing Personal Voicemail with the Cordless Handset" on page 163.*

Voicemail Overview

When there is at least one new message, the MESSAGE WAITING LED lights up, as shown in Figure 172 and **# New Messages** appears on the Idle screen, as shown in *Figure 174 on page 142* (Call Appearance mode shown).

Figure 172. Message Waiting LED

You can access just your new messages by highlighting **# New Messages** on the Idle screen and pressing **SELECT**. If your system administrator has not set up a Group Mailbox whose messages you can access, a list of your new messages appears, as shown in *Figure 180 on page 146*. You can also access all messages (old and new) by pressing **MESSAGES**. A list of all messages appears, as shown in Figure 173.

If you have enabled Voicemail distribution, pressing **MESSAGES** presents a choice of whether to listen to messages or leave a new message.

If your system administrator has provided you access to Group mailboxes, pressing **MESSAGES** or **# New Messages** presents the list of available mailboxes.

"New Messages" appears when you select # New Messages from the Idle screen.

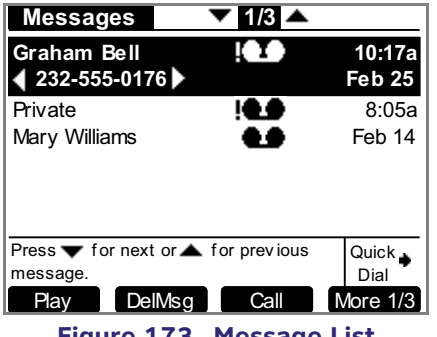


Figure 173. Message List

NOTE Messages left by outside callers are terminated after six seconds of silence.

Group Mailbox Overview

If your system has an optional ATA and your system administrator gave you access to a Group Mailbox, the **# New Messages** count on the Idle screen includes your new private messages and new messages in any Group Mailboxes to which you are assigned.

If you select **# New Messages**, or press **MESSAGES** and have not enabled Voicemail distribution, a list of mailboxes appears, as shown in Figure 175. If you press **MESSAGES** and have enabled Voicemail distribution, you will see a screen that allows you to press Listen to see the screen with the list of mailboxes. From the Mailbox list screen, you can access your personal Voicemail and messages stored in Group Mailboxes, such as the sales department shown in Figure 175. Your Personal Mailbox is always at the top of the list of mailboxes.

Select a mailbox to access the messages stored in that mailbox.

A screen with the list of messages in that Mailbox appears, as shown in *Figure 173 on page 141.* "Messages" or the name of the Group Mailbox appears at the top of the screen, preceded by "New" when only new messages display.

Group Mailboxes provide general delivery of Voicemail messages to a group within an organization. Group Mailboxes are different from your personal mailbox in the following ways:

- After someone listens to a message, the [NEW] indicator for that message is removed from the screens of all participants of that group.
- If someone else is listening to a message when you delete it, the message is not deleted until the listener exits the Voicemail session.

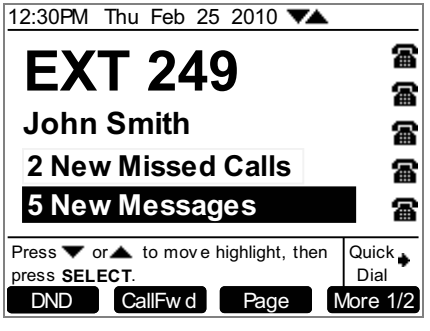


Figure 174. New Messages

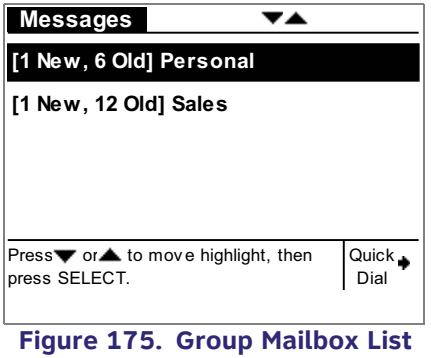


Figure 175. Group Mailbox List

- Message playback is not interrupted if you receive a call while playing Group Mailbox Voicemail. The incoming call appears on the Deskset screen accompanied by a call-waiting tone..
- Messages in Group Mailboxes are not stored in your Deskset, so even if your Personal Mailbox is full, there may be space available in some of your Group Mailboxes.
- When a mailbox is nearly full, **[<5 Min]** appears, and when it is full, **[Full]** appears next to that Group Mailbox as shown in Figure 176. Delete messages to make more room.

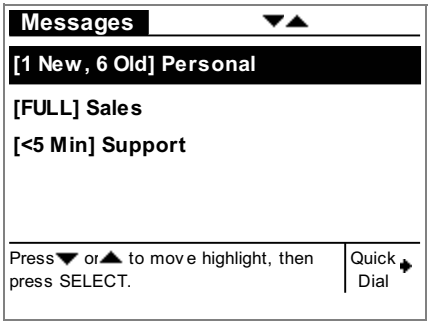


Figure 176. Full Group Mailboxes

- The optional Cordless Handset does not support the Group Mailbox feature. The "New Messages" notification on the Handset displays only the new message count from the Personal Mailbox. Group Mailbox subscribers with a Cordless Handset may notice that the New Message counts on the Deskset and Cordless Handset do not match.

Voicemail Messages

Messages appear in a list as shown in Figure 177. Pressing the ▲ or ▼ navigation key cycles through the messages in the list. Pressing the ◀ or ▶ navigation key cycles through options for dialing.

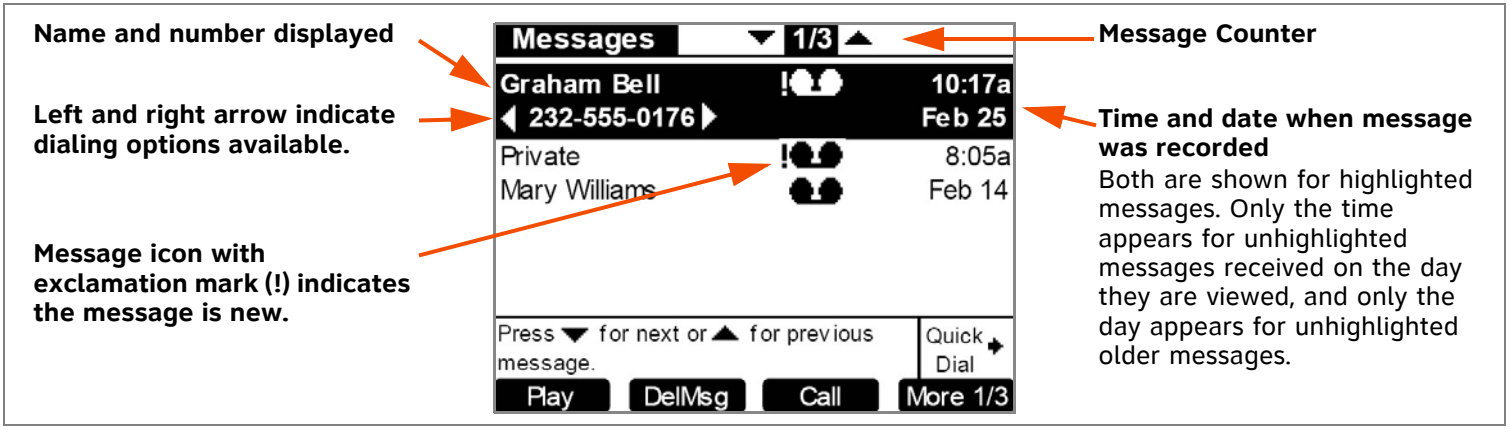

Name and number displayed
Left and right arrow indicate dialing options available.
Message icon with exclamation mark (!) indicates the message is new.
Messages
1/3
Graham Bell
10:17a
232-555-0176
Feb 25
Private
8:05a
Mary Williams
Feb 14
Press ▼ for next or ▲ for previous message.
Quick Dial
Play
DelMsg
Call
More 1/3
Message Counter
Time and date when message was recorded
Both are shown for highlighted messages. Only the time appears for unhighlighted messages received on the day they are viewed, and only the day appears for unhighlighted older messages.

Figure 177. Voicemail List

Table 14. Voicemail List Description

Key	Description	Key	Description	Key	Description	Key	Description
Play	Plays message.	DelMsg	Deletes highlighted Voicemail message from Message list.	Call	Dials the selected entry.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates that you are on page one of three.
FwdMsg	Initiates Message Forward function.	DelAll	Deletes all messages.	PlayAll	Plays all messages.		
MrkNew	Marks an old message as new.			ClerNew	Marks all messages as old.		

Accessing Your Messages

Access to your messages is different depending on whether or not you have access to any Group Mailboxes, and whether you have enabled Voicemail distribution. If you do not have access to a Group Mailbox, and you have not enabled Voicemail distribution, you can access just your new messages by selecting **# New Messages** on the Idle screen. A list of your new messages appears, as shown in *Figure 180 on page 146*. You can also access all messages (old and new) by pressing **MESSAGES**. A list of all messages appears, as shown in *Figure 177 on page 144*.

If you have a password set, use the dial pad to enter your user password and press **SELECT.**

NOTE Once you have entered your password, you do not have to enter it again while playing other messages. However, if you exit the messages or go to another telephone feature, you will need to enter your password the next time you access the Messages feature.

Messages
Do you wish to leave a new message or listen to your messages?
Press LvMsg to record a new message or Listen to review your messages.
Quick Dial
LvMsg
Listen

Figure 178. Voicemail Distribution Question

If you have enabled Voicemail Distribution and you press **MESSAGES**, a screen like Figure 178 appears, allowing you to choose to listen to your messages by pressing Listen. The message shown in Figure 178 does not appear if you select **# New Messages**.

[ATA] If you have access to at least one Group Mailbox and you select **# New Messages** or press **MESSAGES**, a list of Mailboxes to which you have access appears, similar to the screen shown in Figure 179. From this screen, you would have access to messages in your **Personal** Mailbox and messages stored in the **Sales** Group Mailbox.

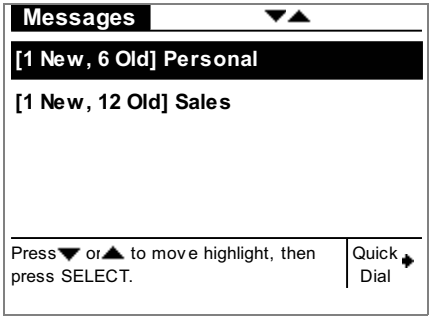


Figure 179. Group Mailbox Lists

Press the △ or ▽ navigation key to highlight the desired Mailbox, and press **SELECT**.

The list of your Voicemail messages appears, as shown in *Figure 177 on page 144*. **Messages** or the name of the Group Mailbox is at the top of the screen.

Message Playback

You can play either a single message or all of the Voicemail messages in a Mailbox.

To play new messages:

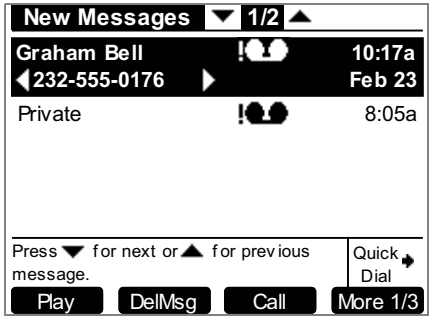


Figure 180. New Messages

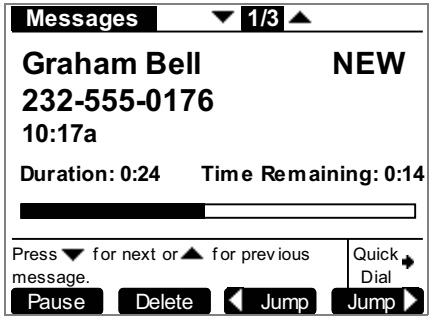


Figure 181. Message Playback

1. On the Idle screen, select **# New Messages**. The **New Messages** list appears, as shown in Figure 180.
2. Highlight the desired message using the ▽ or △ navigation key and press Play.

   OR

   Press More 1/3, then press PlayAll. All messages begin to play, starting with the oldest. There is a short beep between messages.

   The **NEW** tag, as shown in Figure 181, appears on messages that are being played for the first time. During message playback, you can pick up the handset to listen to messages privately, or press:

   - Pause to pause message playback.
   - Delete to delete the message. If there are more messages, the next message is highlighted.
   - ◀ Jump or Jump ▶ to jump back or forward in 8-second increments.
   - The ▽ or △ navigation key to skip to the previous or next message.
   - **CANCEL** to cancel playback and leave the highlight on the last played message.

To do this with the Cordless Handset, see *"Retrieving Personal Voicemail with the Cordless Handset" on page 165*.

To play old and new messages:

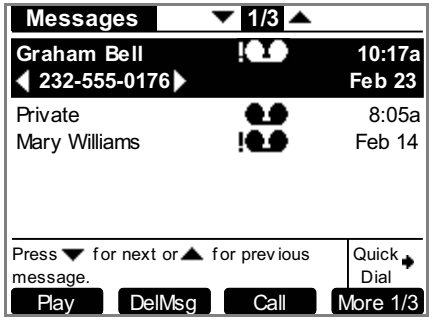


Figure 182. List All Messages

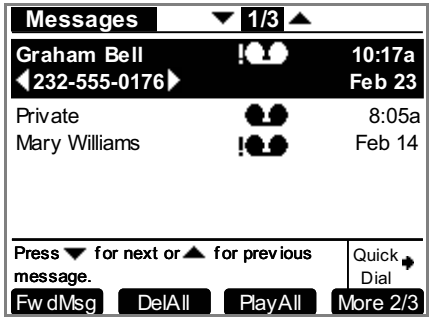


Figure 183. Play All Messages

1. Press **MESSAGES** to view the entire **Messages** list, as shown in Figure 182 and as described in *"Accessing Your Messages" on page 145*. The list is sorted with the newest messages at the top of the list.
2. To play a specific message only, press the ▽ or △ navigation key to highlight the desired message, then press Play.

   OR

   To play all messages, press More 1/3 and then press PlayAll, as shown in Figure 183.

   The Message Playback screen appears, as shown in Figure 184. During message playback, you can pick up the handset to listen to messages privately, or press:

   - Pause to pause message playback.
   - Delete to delete the message. If there are more messages, the next message is selected.
   - Jump ◀ or Jump ▶ to jump back or forward in 8-second increments.
   - The ▽ or △ navigation key to skip to the previous or next message.
   - **CANCEL** to cancel playback and leave the highlight on the last played message.

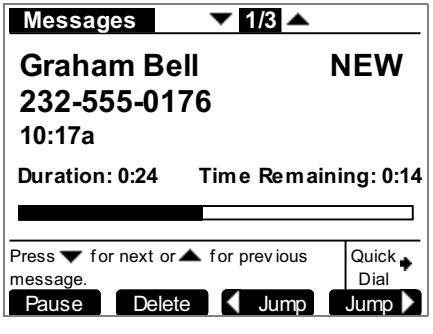


Figure 184. Message Playback

Forwarding a Message

Anyone can forward a message to an extension or extensions. If you have enabled Voicemail Distribution, you can forward a message to a Voicemail Distribution List; You can also record a message and forward it to a Distribution List. If there is at least one Group Mailbox, you can forward a message to a Group Mailbox.

- *"Forwarding a Message to an Extension" on page 149*
- *"Forwarding a Message to a Distribution List" on page 151*
- *"Forwarding a Message to a Group Mailbox" on page 153*
- *"Recording an Introduction to Send with a Forwarded Message" on page 154.*

Forwarding a Message to an Extension

You can forward a message to one or more extensions.

To forward a Voicemail message to an extension:

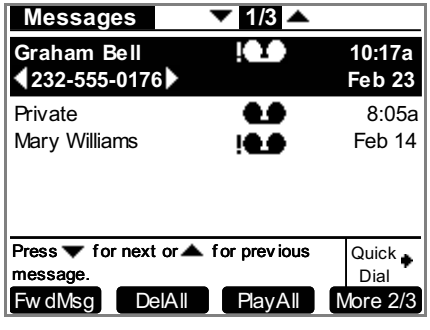


Figure 185. Message List, More 2/3

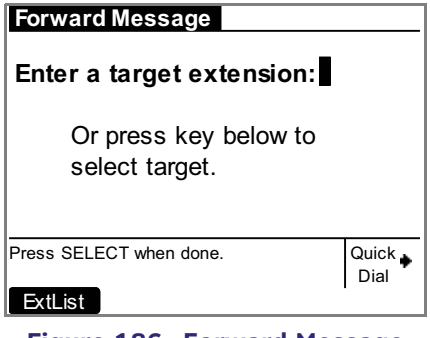


Figure 186. Forward Message

1. Open a **Messages** list, as described in *"Accessing Your Messages" on page 145*.
2. Highlight the desired message using the ▲ or ▼ navigation key.
3. Press More 1/3 to display the soft keys shown in Figure 185.
4. Press FwdMsg to begin the forwarding process. The **Forward Message** screen, as shown in Figure 186, appears.

   If you have enabled Distribution Lists, the DistrList soft key appears. See *"To forward an existing Voicemail message to a Distribution List:" on page 151*.

   If your system has Group Mailboxes, the MB List soft key appears. See *"To forward a Voicemail message to a Group Mailbox:" on page 153*.
5. Enter the extension using the dial pad.

   OR

   Press ExtList and choose one or more extensions from the Extension list shown in *Figure 187 on page 150*.

To forward a Voicemail message to an extension: (Continued)

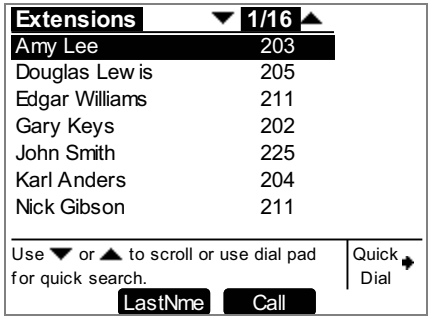


Figure 187. Extension List

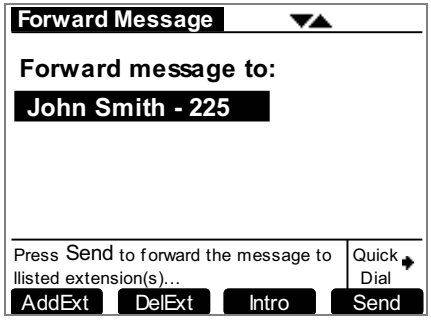


Figure 188. Message Destination

Highlight the desired extensions using the ▲ or ▼ navigation key and press **SELECT**. The Forward Message screen appears, as shown in Figure 188.

You have the following options:

- Press AddExt to add another extension. Messages can be forwarded to three extensions simultaneously. Enter the desired extension and press **SELECT**.
- Press DelExt to remove the currently highlighted extension from the list.

6. Optional: Press Intro to record an introductory message. See *"To record a message introduction:" on page 154*.
7. Press Send to forward the message.

   The **Message Forwarded** message shown in Figure 189 appears. The forwarded message appears in the recipient's Messages list.

To forward a message to an extension with the Cordless Handset, see *"Managing Personal Voicemail with the Cordless Handset" on page 168.*

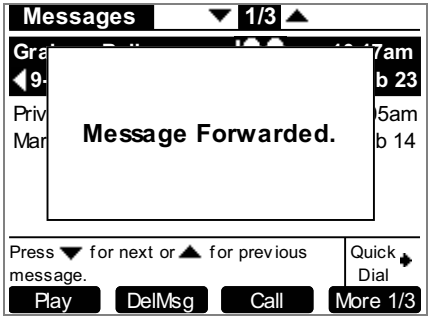


Figure 189. Message Forwarded

Forwarding a Message to a Distribution List

If you have created at least one Distribution List, and enabled Voicemail Distribution, you can forward a message to a list of recipients. See *"Voicemail Distribution" on page 237*.

To forward an existing Voicemail message to a Distribution List:

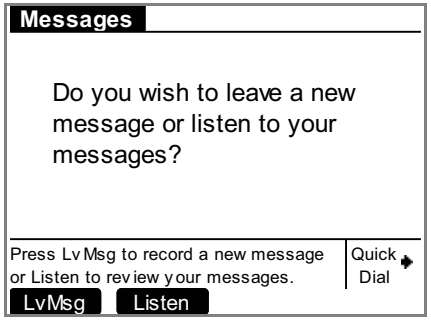

Messages
Do you wish to leave a new message or listen to your messages?
Press LvMsg to record a new message or Listen to review your messages.
Quick Dial
LvMsg
Listen

Figure 190. Leave New Message or Listen

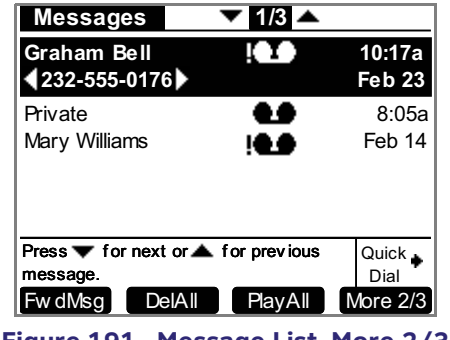


Figure 191. Message List, More 2/3

1. Press **MESSAGES**. With Voicemail Distribution enabled, the Leave New Message or Listen screen shown in Figure 190 appears.
2. Press Listen to display the **Messages** list, such as the one shown in Figure 191.
3. Highlight the desired message using the △ or ▽ navigation key.
4. Press More 1/3 to display the soft keys shown in Figure 191.
5. Press FwdMsg to begin the forwarding process. The **Forward Message** screen appears, as shown in *Figure 192 on page 152*.

To forward an existing Voicemail message to a Distribution List: (Continued)

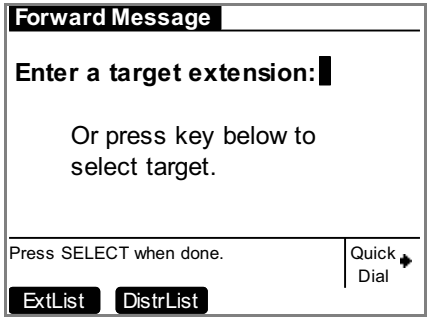


Figure 192. Forward Message

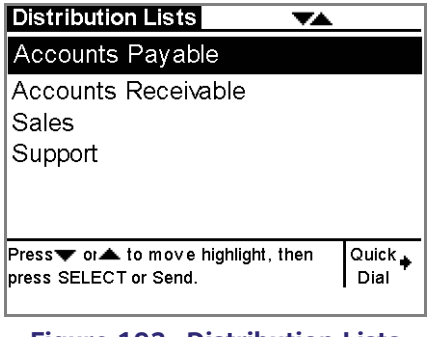


Figure 193. Distribution Lists

6. Press DistrList to display the Distribution Lists, as shown in Figure 193.
7. Highlight the desired list using the △ or ▽ navigation key and then press **SELECT**.
8. Optional: Press Intro to record an optional introductory message to append to the beginning of the message. See *"To record a message introduction:" on page 154*.
9. Press Send to forward the message.

Forwarding a Message to a Group Mailbox

If your Synapse telephone system features an optional ATA device and your system administrator has set up Group Mailboxes, you can forward a message to a Group Mailbox.

To forward a Voicemail message to a Group Mailbox:

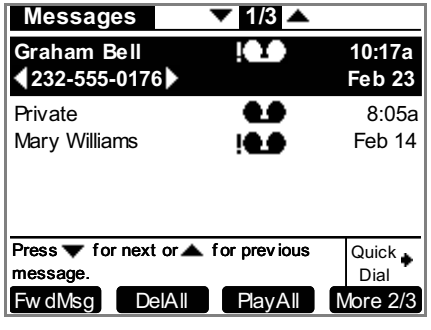


Figure 194. Message List, More 2/3

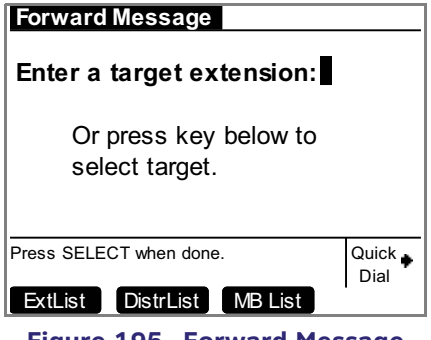


Figure 195. Forward Message

1. Open a **Messages** list as described in *"Accessing Your Messages" on page 145*.
2. Highlight the desired message using the ▲ or ▼ navigation key.
3. Press **More 1/3** to display the soft keys shown in Figure 194.
4. Press **FwdMsg** to begin the forwarding process. The **Forward Message** screen, as shown in Figure 195, appears.
5. Press **MB List** to view the list of Group Mailboxes, as shown in Figure 196.
6. Highlight the desired list using the ▲ or ▼ navigation key and then press **SELECT**. The **Forward Message** screen appears.
7. Optional: On the **Forward Message** screen, press **Intro** to record an optional introductory message to append to the beginning of the message. See *"Recording an Introduction to Send with a Forwarded Message" on page 154*.
8. Press **Send** to forward the message.

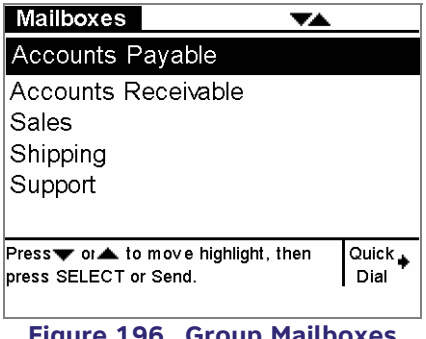


Figure 196. Group Mailboxes

Recording an Introduction to Send with a Forwarded Message

You can record an audio introduction to send with a forwarded message. To begin recording the introduction, press Intro while forwarding a message.

To record a message introduction:

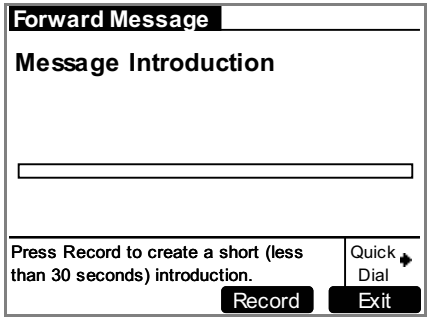


Figure 197. Forward Message Introduction

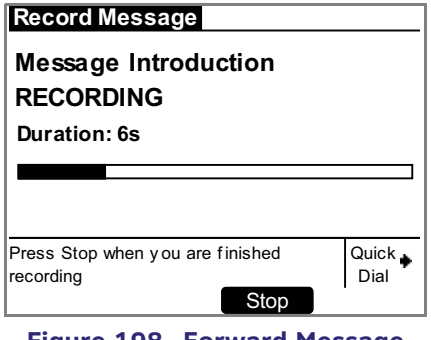


Figure 198. Forward Message Introduction Recording

1. Press Intro after selecting the destination for a forwarded message. The **Message Introduction** screen appears, as shown in Figure 197.
2. Press Record to begin recording. The soft key changes to Stop and the word **RECORDING** appears, as shown in Figure 198.
3. When finished recording, press Stop. Reaching the 30-second limit automatically stops recording. The screen shown in Figure 199 appears.

   You have options to play, delete, and record the announcement again.
4. Press Exit to display the Forward Message screen as shown in *Figure 188 on page 150*. **[Message Introduction Attached]** appears on the screen.
5. Press Send to forward the message with the introduction message attached.

Figure 199. Message Introduction

Create and Send a New Message to a Distribution List

If you have created at least one Distribution List and enabled Voicemail Distribution, you can create a new message and send it to a Distribution List. To create a Distribution List, see *"Voicemail Distribution" on page 237*.

To create and send a new message:

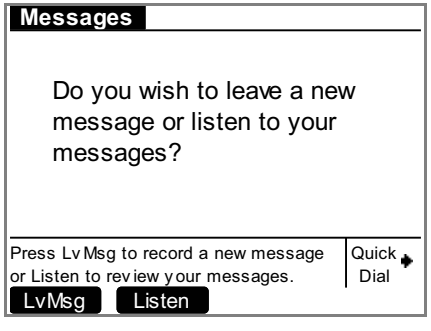

Messages
Do you wish to leave a new message or listen to your messages?
Press LvMsg to record a new message or Listen to review your messages.
Quick Dial
LvMsg
Listen

Figure 200. Leave New or Listen Choice

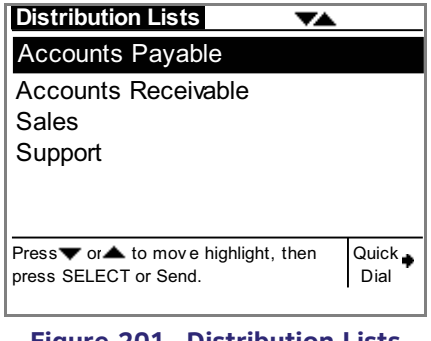


Figure 201. Distribution Lists

1. Press **MESSAGES**. With Voicemail Distribution enabled, the screen shown in Figure 200 appears.
2. Press **Lv Msg** to create a message to send. The **Distribution Lists** screen appears, as shown in Figure 201.
3. Highlight the desired Distribution List using the △ or ▽ navigation key.
4. Press **SELECT** to display the **Record Message** screen shown in *Figure 202 on page 156*.

To create and send a new Message (Continued)

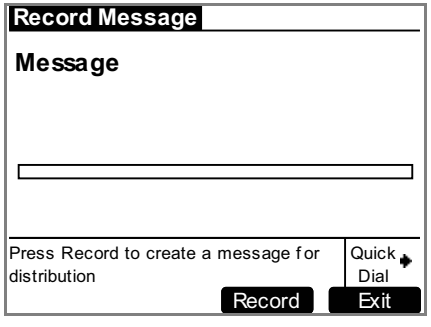


Figure 202. Message Ready to Record

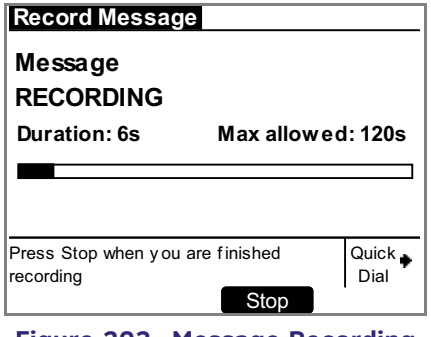


Figure 203. Message Recording

5. Press **Record** to begin recording. The soft key changes to **Stop** and the word **RECORDING** appears, as shown in Figure 203.

   OR

   Press **Exit** to return to the previous screen.

6. When finished recording, press **Stop**. The screen shown in Figure 204 appears.

   Reaching the 120-second limit automatically stops recording.

   You have options to **Play**, **Delete**, and **Record** the message again.

7. Press **Send** to forward the message.

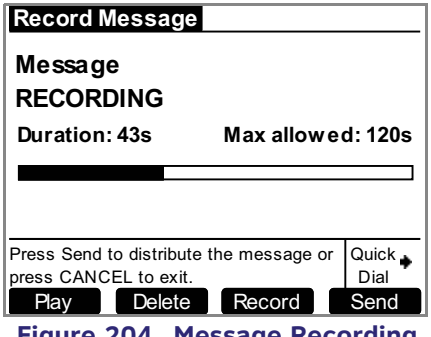


Figure 204. Message Recording Stopped

Deleting Messages

You can delete a single message or all messages from the **Messages** list or from message playback.

To delete a single message or all messages:

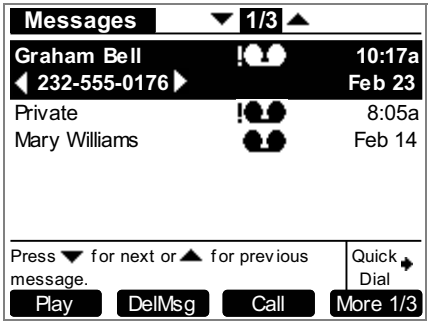


Figure 205. Messages List

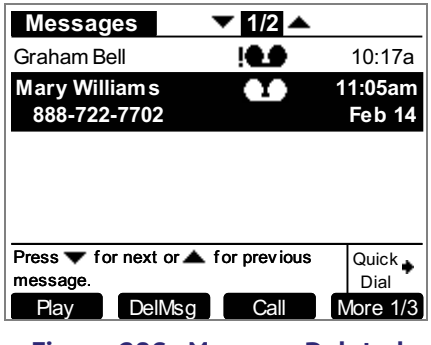


Figure 206. Message Deleted

1. Open a **Messages** list, such as the one shown in Figure 205 and described in *"Accessing Your Messages" on page 145*.
2. Press the ▲ or ▼ navigation key to highlight the desired message.
3. Press DelMsg to delete the message.

   The system removes the message from the list and highlights the next message, as shown in Figure 206.

   OR

   To delete all messages:

   a. Press More 1/3 and then press DelAll.

      The confirmation screen appears, as shown in Figure 207.

   b. Press Yes to confirm.

NOTE All messages are deleted, whether they are new (unheard) or not.

To do this with the Cordless Handset, see *"Managing Personal Voicemail with the Cordless Handset" on page 168*.

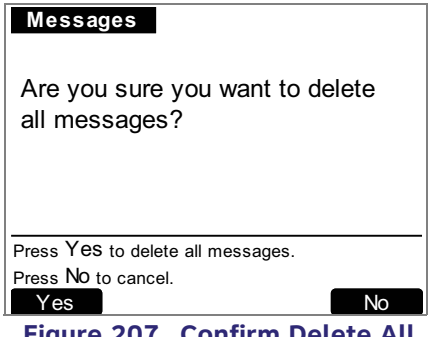


Figure 207. Confirm Delete All

New Message Status Indications (! Icons)

You can add a new message indication (**!** icon) or delete all new indications from the **Messages** list. Messages display with an exclamation point to indicate that the message has not been played.

To clear new message indications:

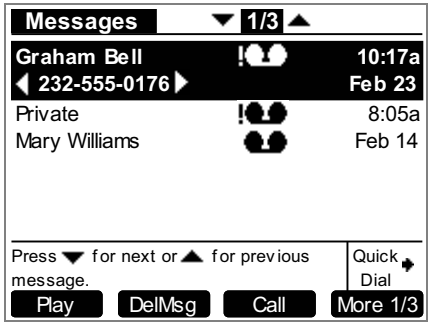


Figure 208. Messages List

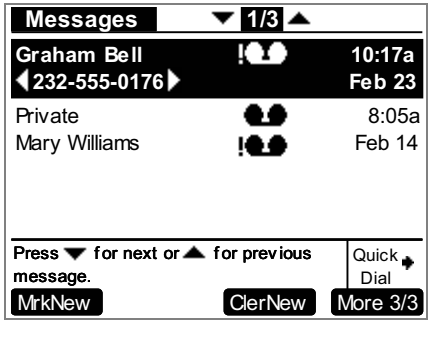


Figure 209. Messages List, ClerNew Soft Key

1. Open a new or complete **Messages** list, as described in *"Accessing Your Messages" on page 145*. A Messages list appears, such as the one shown in Figure 208.
2. Press More 1/3 then More 2/3 to display the soft keys, as shown in Figure 209.
3. Press ClerNew to clear all new message indications and display the Message list without exclamation points, as shown in Figure 210.

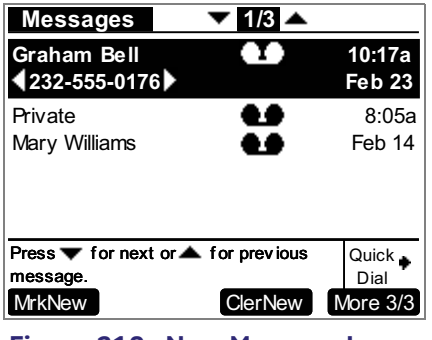


Figure 210. New Message Icons Cleared

To restore a new message indication:

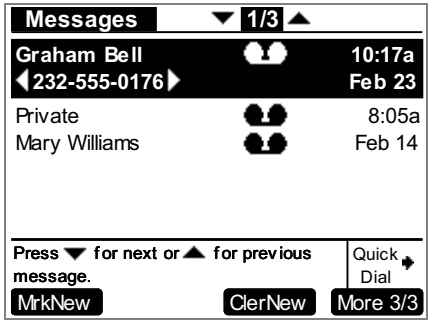


Figure 211. Message List, Unmarked Entry

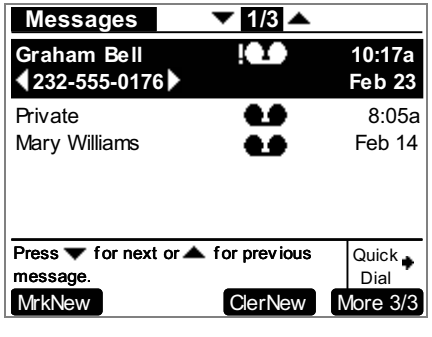


Figure 212. Message List, Marked Entry

1. Open a new or complete **Messages** list, such as the one shown in Figure 211 and described in *"Accessing Your Messages" on page 145*.
2. Press More 1/3 then More 2/3 to display the soft keys, as shown in Figure 211.
3. Press the △ or ▽ navigation key to highlight the desired message.
4. Press MrkNew to mark the currently highlighted message as new, as shown in Figure 212.

Accessing Your Voicemail Remotely

Remote access allows you to listen to Personal Messages or change the recorded greeting when you are away from work. Follow the voice prompts and press the appropriate dial-pad keys to navigate through the system. The voice prompts in a menu list are repeated three times with a 5-second pause between. After three times with no action, the voice says "Goodbye" and the remote call is disconnected.

Listening to the time/date stamp information of a message does not count as listening to the message. If you access the Voicemail through remote access and skip to another message while the time or date is playing, the message is still considered new.

NOTE

- This feature applies to Call Appearance mode only.
- You cannot remotely access Group Mailboxes.

To access Voicemail remotely:

1. Dial your company phone number.
2. After the call is answered, enter your extension number.
3. Immediately press the star twice (**). You will hear, "Enter your access code, followed by the pound sign."
4. Enter your user password (if you have created one), then enter pound (#) to listen to your messages.

   Even if you have not created a password, you must still enter the pound (#) after entering nothing for your password.

NOTE You need to get to your Personal Mailbox to access your messages remotely. If Call Forward All or Call Forward–No Answer is on and set to an extension or an outside line, or if Auto Answer is on, remote access to Voicemail is not supported as calls do not access your mailbox.

To access Voicemail remotely – listen to messages:

Once you have accessed the system, the Main Menu plays. From this menu you can listen to old or new messages as illustrated in Figure 213. You have the following options:

- To listen to new messages, press **1**.
- To listen to old messages, press **2**.

  Once you press 1 or 2, and the messages start playing, you have the following options:
- To change Voicemail options, press **8**.
- To stop message playback and replay options, press **5**.
- To delete the current message, press **3**.
- To repeat the previous message, press **4**.
- To skip this message, press **6**.
- To jump back 8 seconds, press **7**.
- To jump forward 8 seconds, press **9**.
- To return to the previous menu, press star *.

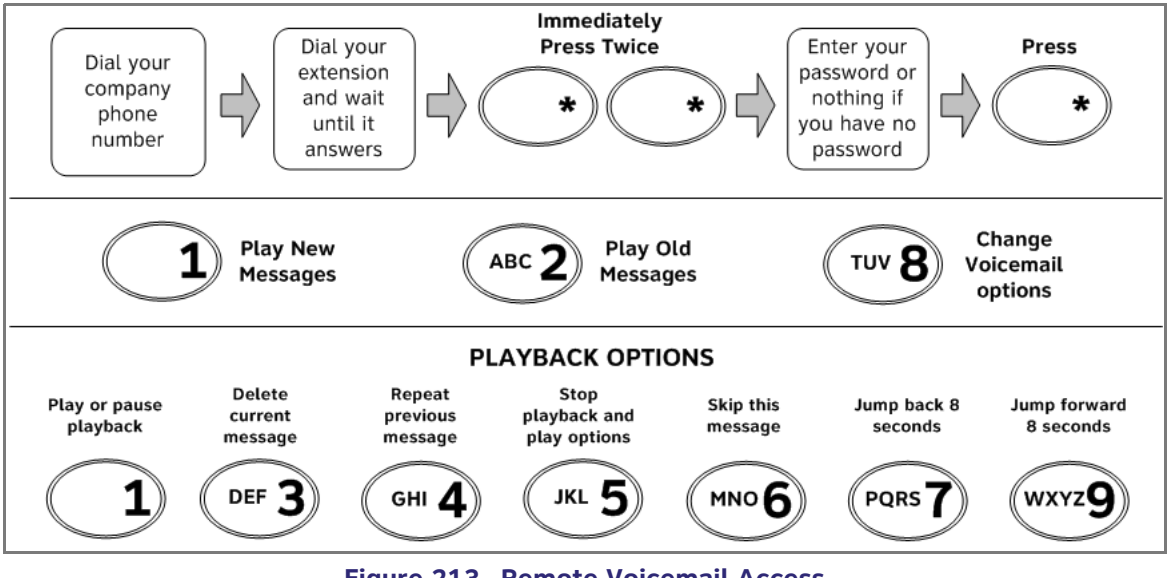


Figure 213. Remote Voicemail Access

To access Voicemail remotely – Voicemail greeting setup:

1. To set up the Voicemail greeting, access the system and press **8**. As illustrated in the flow diagram in Figure 214, you have the following options:
   - To record a primary greeting, press **1**.
   - To record an alternate greeting, press **2**.
   - To choose the Primary or Alternate greeting, press **7**.
2. Begin recording after the tone.
3. To end the recording, press **5**.
4. Select one of the following options:
   - To review the recording, press **1**.
   - To record over the greeting, press **3**.
   - To accept the greeting, press **9**.

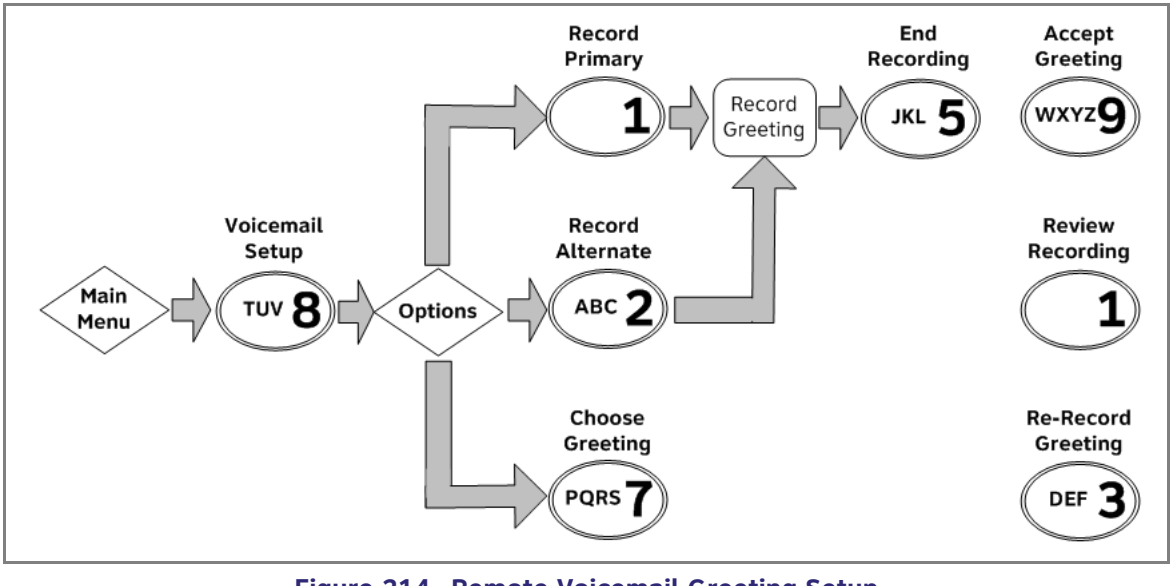


Figure 214. Remote Voicemail Greeting Setup

Accessing Personal Voicemail with the Cordless Handset

NOTE Cordless Handset operation is compatible with Call Appearance mode only.

You can also access your personal Voicemail with the optional SB67040 Cordless Handset:

- *"Voicemail Notification on the Cordless Handset" on page 164*
- *"Retrieving Personal Voicemail with the Cordless Handset" on page 165*
- *"Reviewing Voicemail Records with the Cordless Handset" on page 166*
- *"Managing Personal Voicemail with the Cordless Handset" on page 168.*

Voicemail Notification on the Cordless Handset

Unanswered incoming calls are handled according to the Call Forward–No Answer setting. The default setting is to send the calls to personal Voicemail. You can also forward a ringing call to your personal Voicemail by pressing **FWD-VM**, as shown in Figure 215.

NOTE You cannot forward Call Queue calls to Voicemail. Pressing **FWD-VM** on a Call Queue call causes the call to continue, but the screen will appear to be in Idle mode. The Handset returns to Idle mode when you press **OFF** to end the call.

Figure 215. Incoming Call

Figure 216. Voicemail Notification

If a caller leaves a personal Voicemail message, the Idle screen displays a **New MSGs** indication, as shown in Figure 216.

Once the new message is reviewed in the Voicemail records, the Handset updates the Idle screen notification.

NOTE Messages left in Group Mailboxes are not displayed on or accessible from the Cordless Handset.

Retrieving Personal Voicemail with the Cordless Handset

To retrieve personal Voicemail:

Figure 217. Message Review

Figure 218. New Message Review

1. Press **MSGs** from the Idle screen shown in *Figure 216 on page 164* to retrieve all personal Voicemail. The Message Review screen shown in Figure 217 appears.

   OR

   When **# New MSGs** is highlighted, press **SELECT** to play new Personal Messages. The New Message Review screen appears, as shown in Figure 218.

NOTE If you have created a user password, you are prompted to enter it.

2. Press **PLAY** to begin playing the Voicemail (see *"Reviewing Voicemail Records with the Cordless Handset" on page 166*) or press **EXIT** to return to the Idle screen.

Reviewing Voicemail Records with the Cordless Handset

Reviewing Voicemail records:

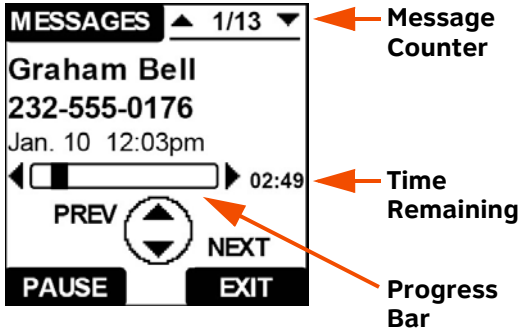


Figure 219. Message Playback

- Press **PLAY** to begin Voicemail message playback, as shown in Figure 219. Once message playback starts:
  - The **PLAY** soft key becomes **PAUSE**.
  - The message progress bar indicates how much of the message has played.
  - The message timer displays the remaining time, in seconds, of message playback.
  - Press **SPEAKER** to hear message playback through the speaker.
  - Press the ◁ navigation key to jump back in eight-second increments.
  - Press the ▷ navigation key to jump forward in eight-second increments.
  - Press the △ navigation key to play the previously numbered message.
  - Press the ▽ navigation key to play the next numbered message.

Reviewing Voicemail records: (Continued)

Figure 220. Message Playback

- Press **PHONE** to exit message playback and call the phone number from the message.

NOTE For outside phone numbers in Voicemail and CID lists, Synapse dials a 9 or whatever digit, if any, that must be dialed first and then dials the number in the display. Therefore, numbers that need editing (adding a preceding 1 or a country code, or removing the area code) cannot be dialed from Voicemail.

- Press **OPTIONS** to access the Options menu. See *"Managing Personal Voicemail with the Cordless Handset" on page 168*. If a message is playing, message playback stops.
- Press EXIT to return to Idle mode.
- To do this with the Deskset, see *"Message Playback" on page 146*.

Managing Personal Voicemail with the Cordless Handset

You can delete a message or forward a message to an internal extension.

NOTE Voicemail forwarding using the Handset is not supported for systems that have been configured to use four-digit extension numbers.

To delete a message:

Figure 221. Message Options

Figure 222. Delete All Messages

Press **OPTIONS** while playing a message. Message playback stops and the screen shown in Figure 221 appears. You have the following options:

- To delete all of your messages:
  a. Press **1**. The screen shown in Figure 222 appears.
  b. Press YES to confirm. Press NO to cancel.
- To delete the selected message, press **2**.

  The screen shown in Figure 223 briefly appears to confirm that the message has been deleted. You then return to the Message Review screen.

Figure 223. Delete Confirmed

To forward a message:

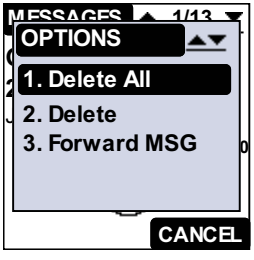


Figure 224. Message Options

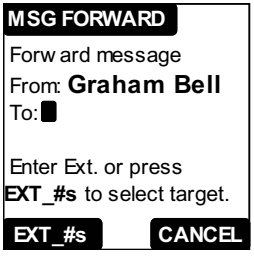


Figure 225. Begin Forward Message

1. From Messages playback mode, press **OPTIONS**. Message playback stops and the screen shown in Figure 224 appears.
2. Press **3** to display the Message Forward screen, shown in Figure 225.
3. Enter a three-digit Extension number using the dial pad.

   OR

   Press **EXT_#s** to display the Extension list shown in Figure 226.

   - Press the △ or ▽ navigation key to scroll through the Extension list. Then press **SELECT**.

     OR

   - Use the dial pad to find the desired entry by name. See *"Deskset Dial-Pad Entry" on page 30*.

   Once you have selected the destination, **SEND** appears, as shown in Figure 227.

NOTE

You cannot forward messages to four-digit extension numbers. You can enter only three-digit extensions using the Handset dial pad. Selecting a four-digit extension from the Extension list returns you to the Message Forward screen, shown in Figure 225.

You cannot forward messages from the Cordless Handset to Group Mailboxes or Distribution Lists.

Figure 226. Extension List

Figure 227. Forward Message Confirmation

To forward a message: (Continued)

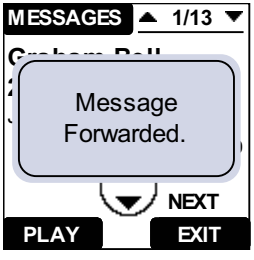


Figure 228. Message Forwarded Confirmation

4. Press **SEND** to forward the message to the selected extension.

   The confirmation screen shown in Figure 228 appears, confirming that the message has been forwarded.

   The Handset returns to the same message screen, as shown in Figure 229.

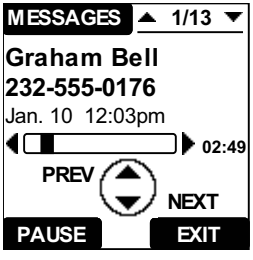
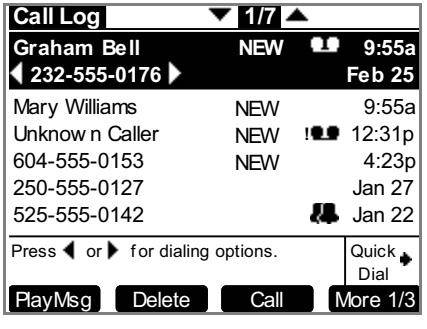


Figure 229. Message Review

CHAPTER 8

CALL LOG



The Call Log provides available name and number information for the last 50 calls received, whether a message was left or not. The newest entries replace the oldest.

- *"Using the Call Log" on page 172*
- *"Managing Missed Calls" on page 173*
- *"Reviewing the Call Log List" on page 174*
- *"Storing Call Log Entries" on page 177*
- *"Deleting Call Log Entries" on page 178.*

You can display the entire Call Log shown in *Figure 230 on page 172* by pressing **CALL LOG**. In Call Appearance mode, you can display the unanswered calls that you have not yet seen by highlighting **# New Missed Calls** in the Idle screen and pressing **SELECT**.

You can also access the Call Log with an optional Cordless Handset. See *"Accessing the Call Log with the Cordless Handset" on page 180*.

NOTE

This system has a caller ID feature that works with the caller identification service offered through your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone service providers use compatible equipment.

Using the Call Log

The Call Log soft keys, as shown in Figure 230, are available whenever the Call Log has at least one entry.

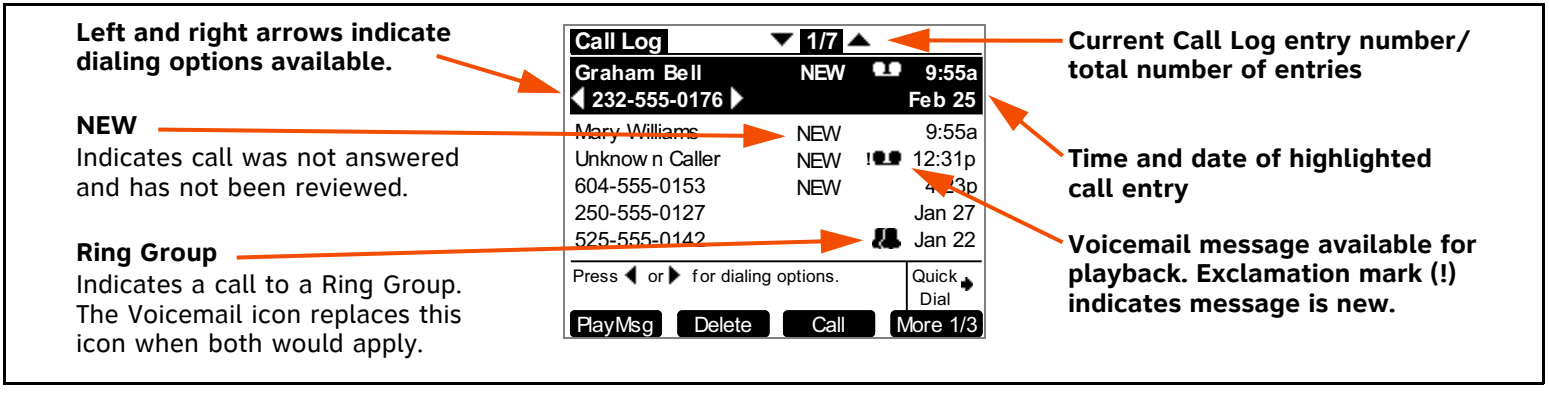


Figure 230. Call Log Functions

Table 15. Call Log Soft keys

Key	Description	Key	Description	Key	Description	Key	Description
PlayMsg	Plays message. Only present when there is a message recorded.	Delete	Deletes the highlighted entry.	Call	Dials the highlighted entry.	More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. **More 1/3** indicates that you are on page one of three.
Store	Stores number in your Personal list.	DelAll	Deletes all entries.	ClerNew	Marks all new calls as old.		
Details	Shows you more details.						

- Entries not highlighted display the time for calls received on the current day. Calls before the current day display the date.
- If the caller ID information is absent because it is unavailable, UNKNOWN NAME and UNKNOWN NUMBER appear. If the caller chooses not to send the information, PRIVATE NAME and PRIVATE NUMBER appear.

Managing Missed Calls

All incoming calls are recorded in the Call Log unless Call Forward All is on and calls are forwarded to another extension or outside phone number (Call Appearance mode only). Unanswered calls that have not been reviewed are considered new.

To view missed calls:

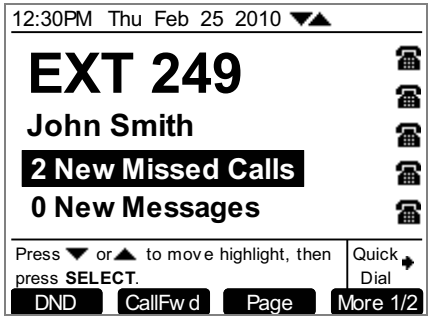


Figure 231. Missed Calls

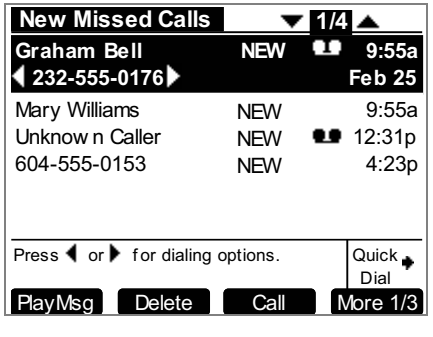


Figure 232. New Call Log

- Press **CALL LOG**. The newest call appears first.
- **Call Appearance mode only—New Missed Calls** are unanswered calls that have not been reviewed. The system notifies you of any new calls on the Idle screen, as shown in Figure 231.

  To display the New Missed Calls list, as shown in Figure 232, highlight **# New Missed Calls** and press **SELECT**.

  - In the New Missed Calls list, a call record is no longer considered new once you highlight it.
  - Once a new call is reviewed in the New Calls list or the Call Log, the **# New Missed Calls** is reduced by one.

To do this with the Cordless Handset, see *"Managing Missed Calls with the Cordless Handset" on page 182*.

Reviewing the Call Log List

To review the Call Log list:

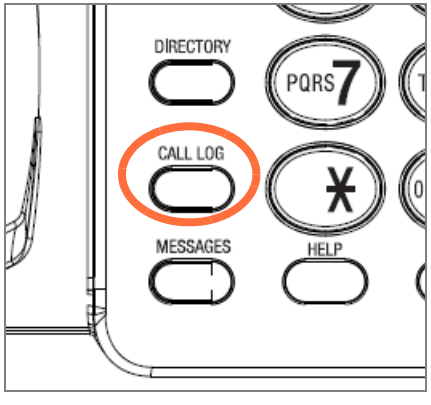


Figure 233. CALL LOG Key

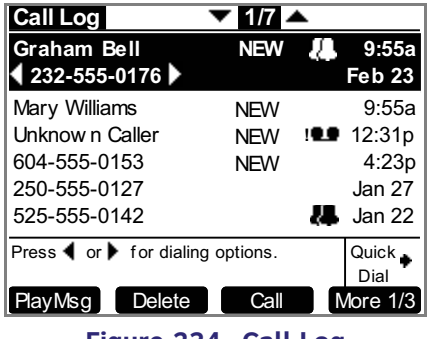


Figure 234. Call Log

1. Press **CALL LOG** to display the **Call Log**, as shown in Figure 233 and Figure 234.
2. Press the ▲ or ▼ navigation key to scroll to the desired **Call Log** entry.
   - Press Call to dial the highlighted number in the **Call Log**.
   - **Call Log** entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the ◀ or ▶ navigation key to view the dialing options. The following dial options are available:
     - nnn-nnnn (7 digits)
     - 1-nnn-nnnn (8 digits)
     - nnn-nnn-nnnn (10 digits)
     - 1-nnn-nnn-nnnn (11 digits).
   - Press Delete to delete the selected entry.
   - To view details for any entry, see *"To view entry details from the Call Log:" on page 175*.
3. Press **CANCEL** to exit the **Call Log**.

To do this with the Cordless Handset, see *"Reviewing the Call Log with the Cordless Handset" on page 183*.

To view entry details from the Call Log:

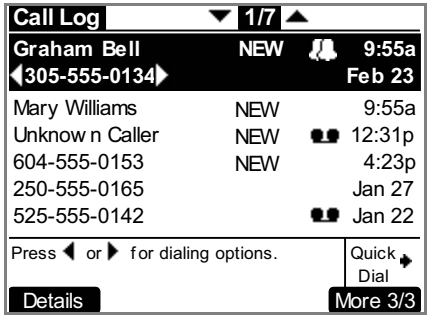


Figure 235. Call Log, More 3/3

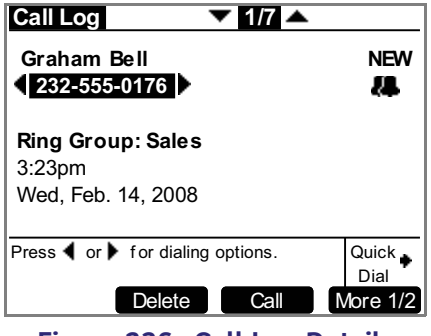


Figure 236. Call Log Details

1. Press **CALL LOG** to display the **Call Log**.
2. Press More 1/3 then More 2/3 to display the third set of soft keys, shown in Figure 235.
3. Press Details. The screen shown in Figure 236 appears.

   The Call Log Details screen contains the following information:

   - The name and number of the caller (if available).
   - The NEW tag if this is the first review of the **Call Log** entry.
   - The message icon if the caller left a message.
   - **Call Appearance mode only—**The Ring Group icon if the call came to a Ring Group and no one left a message.
   - The time and date of the call.
   - The **Msg Length** if the caller left a message.
   - Details for Ring Group calls include the Ring Group name.

   When viewing **Call Log** details, you can call the number listed, save the number in the Directory, delete the entry, step to other entries by pressing the △ or ▽ navigation key, or you can play the associated Voicemail message (if available).
4. Press **CANCEL** to return to the **Call Log** list.

Voicemail Messages in Call Logs

If the caller left a Voicemail message, you can play the message from the Call Log list or from Call Log Details.

To play a Voicemail message from the Call Log:

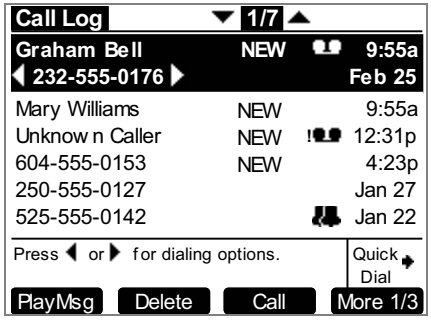


Figure 237. Call Log

Figure 238. Message Detail

1. Press **CALL LOG** to display the **Call Log**, as shown in Figure 237.
2. Highlight the desired message using the △ or ▽ navigation key and press PlayMsg. The **Messages** screen shown in Figure 238 appears.

NOTE PlayMsg only appears if the call has an associated Voicemail.

   If necessary, use the dial pad to enter your user password and press **SELECT**.

3. Press Delete while the message is playing to delete the voice message. There is a slight delay until the message indicators change.
4. When the message playback completes, the **Call Log** appears.
5. Press **CANCEL** to exit the **Call Log**.

To do this with the Cordless Handset, see *"Playing Voicemail Messages in the Call Log with the Cordless Handset" on page 184*.

Storing Call Log Entries

To store a Call Log entry into your Personal list:

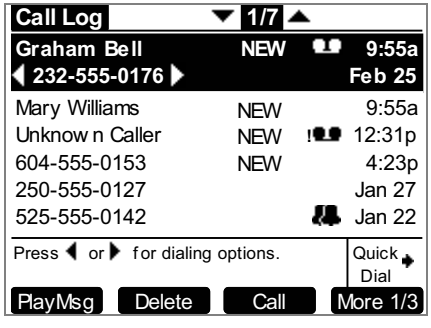


Figure 239. Call Log

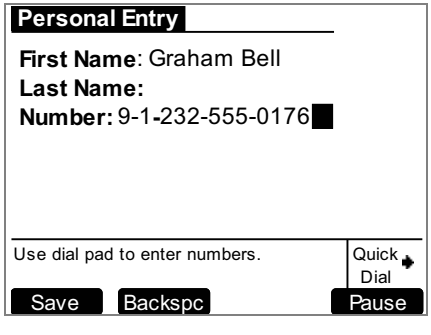


Figure 240. Personal Entry Edit

1. Press **CALL LOG** to display the **Call Log**, as shown in Figure 239.
2. Press More 1/3 to view the second set of soft keys, then press Store to store the entry in your Personal list. The screen shown in Figure 240 appears.

   The caller information fills in the **First Name** and **Number** fields.
3. To create the Last Name or to edit any field, use the ▽ or △ navigation key and the dial pad. See *"Deskset Dial-Pad Entry" on page 30*.

NOTE

In the example in Figure 240, before the phone number, you must add a **9**, or whatever digit, if any, that must be dialed first to indicate this is an outside call, and **1** if it is a long distance number.

The system does not check for duplicate entries.

4. Press Save to store the entry and return to the **Call Log** shown in Figure 239.
5. Press **CANCEL** to exit the **Call Log**.

Deleting Call Log Entries

You can delete a single Call Log entry, or all Call Log entries.

To delete a single Call Log entry:

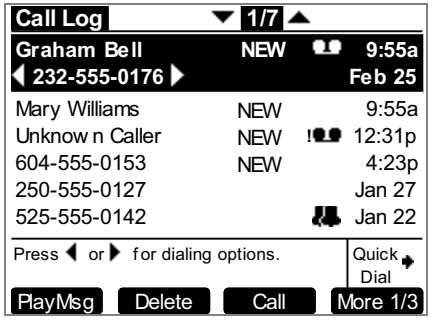


Figure 241. Call Log

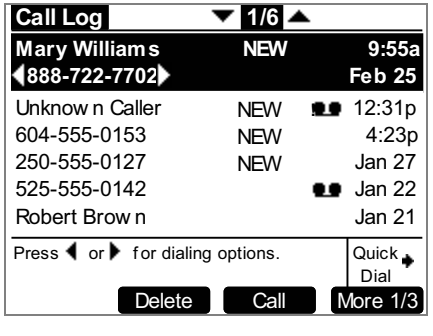


Figure 242. Deleted Entry

1. Press **CALL LOG** to display the **Call Log**, as shown in Figure 241.
2. Press Delete. The highlighted entry is removed from the list and the next entry is then highlighted, as shown in Figure 242.
3. Press **CANCEL** to exit the **Call Log**.

To do this with the Cordless Handset, see *"Deleting Call Log Entries with the Cordless Handset" on page 185*.

You can delete all entries only when viewing the Call Log list from Idle mode.

To delete all Call Log entries:

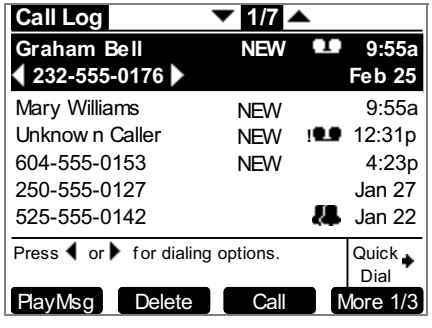


Figure 243. Call Log, 1 of 3

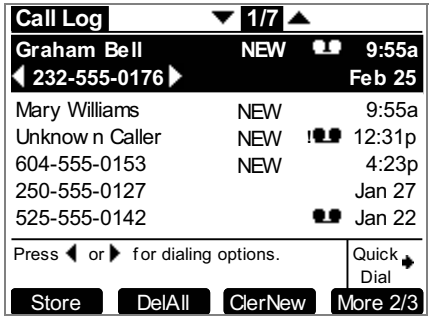


Figure 244. Call Log, 2 of 3

1. Press **CALL LOG** to display the **Call Log**, as shown in Figure 243.
2. Press More 1/3 to cycle the **Call Log** soft key options to the second set of soft keys, as shown in Figure 244.
3. Press DelAll to delete all entries in the **Call Log**. The confirmation screen, as shown in Figure 245 appears.
4. Press Yes to confirm the deletion. All entries disappear and there are no soft keys available, as shown in Figure 246.
5. Press **CANCEL** to exit the **Call Log**.

To do this with the Cordless Handset, see *"Deleting Call Log Entries with the Cordless Handset" on page 185*.

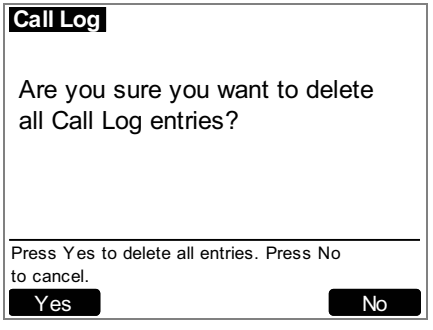


Figure 245. Delete Confirmation

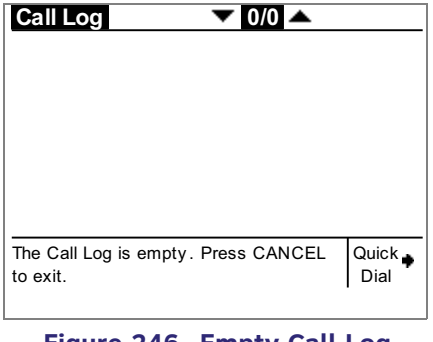


Figure 246. Empty Call Log

Accessing the Call Log with the Cordless Handset

NOTE Cordless Handset operation is compatible with Call Appearance mode only.

You can also access the Call Log with the optional SB67040 Cordless Handset.

- *"Using the Call Log" on page 172*
- *"Managing Missed Calls" on page 173*
- *"Reviewing the Call Log with the Cordless Handset" on page 183*
- *"Deleting Call Log Entries" on page 178.*

You can display the entire Call Log shown in *Figure 247 on page 181* by pressing **CID**. You can display the missed calls that you have not yet seen by highlighting **# Missed Calls** in the Idle screen and pressing **SELECT**.

NOTE This system has a caller ID feature that works with the caller identification service offered through your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone service providers use compatible equipment.

Using the Call Log with the Cordless Handset

The Handset Call Log functions are shown in Figure 247.

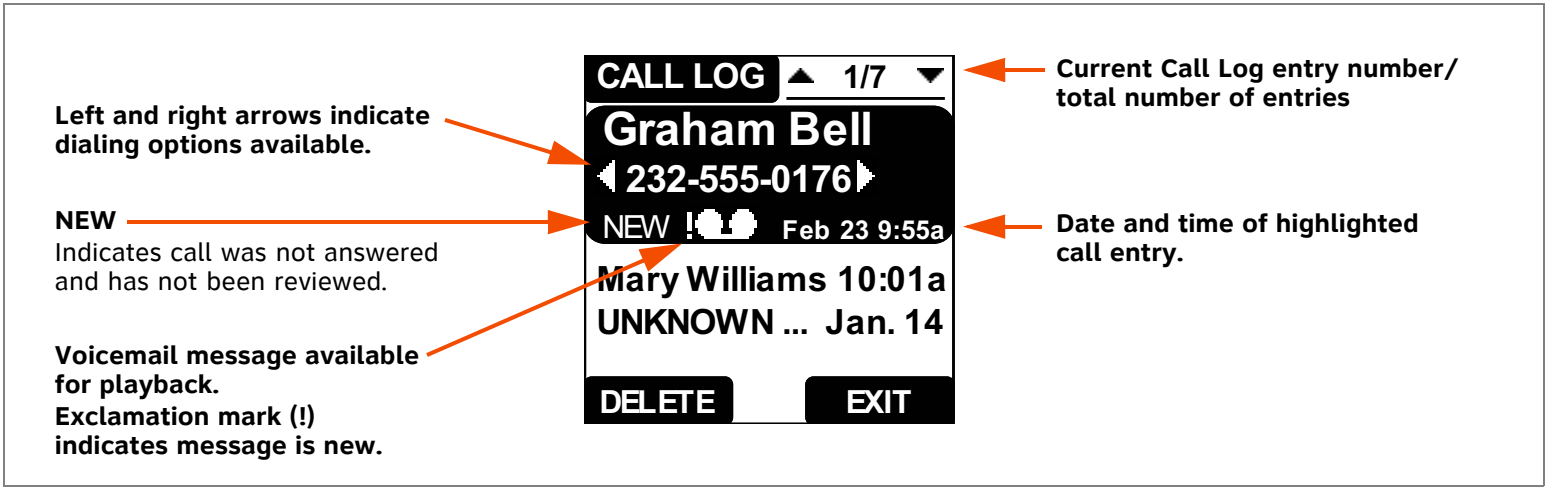


Figure 247. Call Log Functions

- Entries not highlighted display the time for calls received on the current day. Calls before the current day display the date.

NOTE Before a Call Log number is dialed, the system automatically inserts whatever digit, if any, that must be dialed first to indicate this is an outside call.

Managing Missed Calls with the Cordless Handset

The Handset records incoming call information in the Call Log and displays a notification on the Idle screen. Unanswered calls that have not been reviewed are considered missed. Once you review a call, the new missed-call count goes down by one.

To view missed calls:

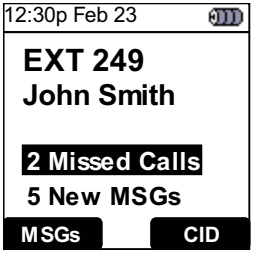


Figure 248. Missed Calls

Figure 249. Missed-Call List

To review the entire Call Log from Idle or Dial mode, press CID. To see new calls only, press **SELECT** when **# Missed Calls** is highlighted on the Idle screen, as shown in Figure 248.

- Press the ▲ or ▼ navigation key to scroll through the Missed-Call entries, as shown in Figure 249.
- Press DELETE to delete the highlighted call entry.
- Press EXIT to return to the previous mode.
- If caller ID is unavailable, the Call Log and Missed-Call list entries display the name as **UNKNOWN**.
- The NEW tag indicates that the entry has not been reviewed.
- The icon indicates that a Voicemail message is available.
- The icon (exclamation mark) indicates that the message has not been played.

Reviewing the Call Log with the Cordless Handset

To review and dial from the Call Log:

Figure 250. Call Log

1. From the Idle screen, press CID to display the screen shown in Figure 250.

   OR

   To access the **Call Log** when the phone is not idle, press **OPTIONS** and then scroll down to **Call Log** and press **SELECT**.

2. Press the ⌃ or ⌄ navigation key to scroll to the desired Call Log entry.

3. Press **SELECT** or **PHONE** to dial the highlighted Call Log entry. If you are accessing the Call Log from Idle mode, pressing **SPEAKER** also dials the selected number.

   Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the ‹ or › navigation key to step through the dialing options.

4. Press DELETE to delete the selected entry.

Playing Voicemail Messages in the Call Log with the Cordless Handset

If the caller left a Voicemail message, you can play the message from the Call Log.

To play a Voicemail message from the Call Log:

Figure 251. Call Log Options

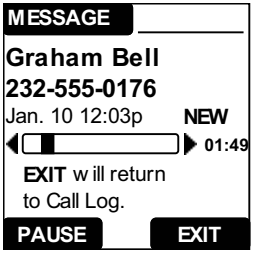


Figure 252. Message Playback

1. Press CID to display the Call Log, as shown in *Figure 250 on page 183*.
2. Highlight the desired message using the ▲ or ▼ navigation key.
3. Press **OPTIONS** to display the Call Log Options screen shown in Figure 251.
4. Press **2** to play the message, as shown in Figure 252.

   If necessary, use the dial pad to enter your user password and press **SELECT**.
5. When the message playback completes, the Call Log appears.

Deleting Call Log Entries with the Cordless Handset

You can delete a single Call Log entry, or all Call Log entries.

To delete a single Call Log entry:

Figure 253. Call Log

1. Press **CID** to display the Call Log, as shown in Figure 253.
2. Highlight the desired message using the △ or ▽ navigation key.
3. Press **DELETE**. The highlighted entry is removed from the list and the next entry appears.

You can delete all entries only when viewing the Call Log list from Idle mode.

To delete all of the entries in the Call Log:

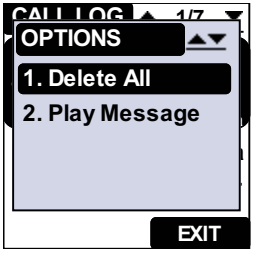


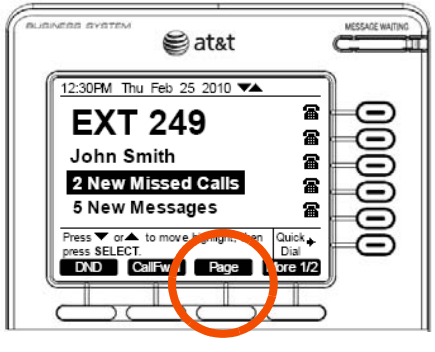
Figure 254. Call Log Options

Figure 255. Delete-All Confirmation

1. Press **CID** to display the Call Log.
2. Press **OPTIONS** to display the Call Log Options screen shown in Figure 254.
3. Press **1** or **SELECT** to display the Delete-All Confirmation screen, as shown in Figure 255.
   - Press **YES** to delete all Call Log entries.
   - Press **NO** to return to the Call Log screen.

CHAPTER 9

PAGING



Paging allows you to broadcast what you say to more than one extension. Some systems include separate speakers. If your system administrator has set up Paging Zones, you can page all extensions or a zone.

[ATA] If your Synapse system includes an optional overhead paging (OHP) system, you may be able to page through loudspeakers. If the OHP is a single-zone paging system, it is included when you page **All Extensions**. The single-zone OHP may also be included in an individual Paging Zone. If the OHP is a multi-zone paging system, it is not included when you page all extensions.

- *"Paging" on page 188*
- *"Single-Zone Overhead Paging (ATA Required)" on page 190*
- *"Multi-Zone Overhead Paging (ATA Required)" on page 191*
- *"Paging with the Cordless Handset" on page 192.*

Paging

If your system administrator has set up Paging Zones, you can page all extensions or a zone.

To page all extensions or a Paging Zone:

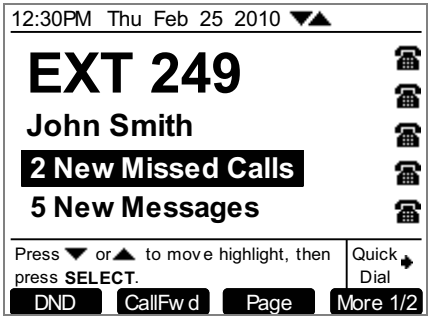


Figure 256. Idle Screen

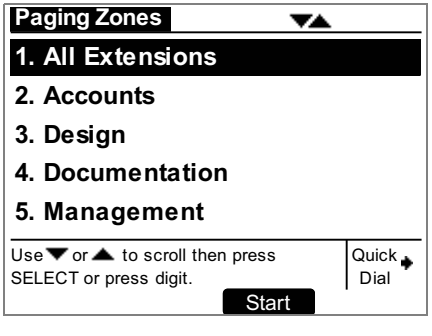


Figure 257. Paging Zones

1. From Idle or from a held call, press Page, as shown in Figure 256 (Call Appearance mode shown). It may be necessary to first press More 1/2 from Idle, or to press More 1/3, then More 2/3 from Hold.

   The **Paging Zones** screen appears, as shown in Figure 257.
2. Select **All Extensions** or a Paging Zone.
3. Press Start. The system emits a short paging tone and displays the **Page** screen, as shown in *Figure 258 on page 189*.
4. Speak into the speakerphone or pick up the corded handset to speak.
5. When finished, press EndPage, hang up the handset, or press **SPEAKER**. You return to the Idle screen.

To page all extensions or a Paging Zone: (Continued)

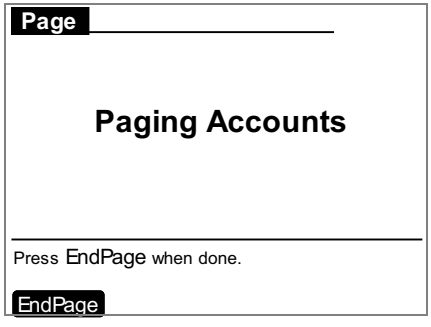


Figure 258. Paging a Zone

At the extensions being paged:

- Desksets involved in active calls, listening to a Voicemail message, or playing or recording a name or greeting do not receive pages.
- Press the **VOL+** or **VOL–** keys to adjust the volume. This volume setting affects current and future incoming pages only.
- Lifting the handset cancels the page.
- To page with the Cordless Handset, see *"Paging with the Cordless Handset" on page 192*.

NOTE Cordless Handsets cannot page separate zones. They can only page all extensions.

Single-Zone Overhead Paging (ATA Required)

If your Synapse system includes an optional single-zone overhead paging (OHP) system, your system administrator may have set up an overhead paging option in the Paging Zones list, such as for your warehouse. The OHP speakers are included when you page **All Extensions**, and they may be included in other Paging Zones.

To page using a single-zone overhead paging system:

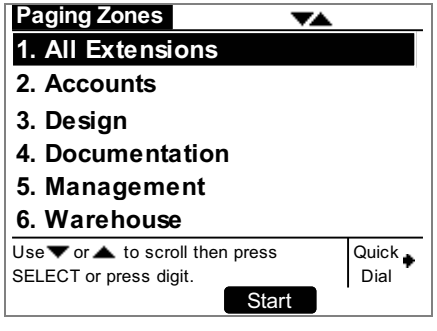


Figure 259. Overhead Paging Zone

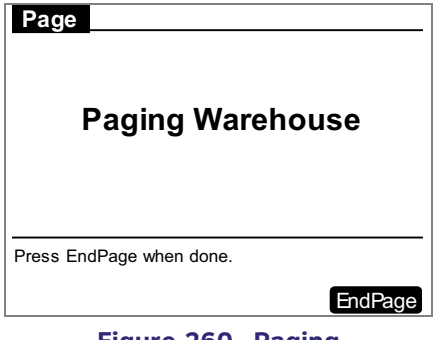


Figure 260. Paging

1. From Idle or from a held call, press Page, as shown in *Figure 256 on page 188*. It may be necessary to first press More 1/2 from Idle, or to press More 1/3, then More 2/3 from Hold.

   The **Paging Zones** screen appears, as shown in Figure 259.
2. Select the appropriate zone.
3. Press Start. The system displays the **Page** screen, as shown in Figure 260.
4. Wait for feedback from your paging system, then speak into the speakerphone or pick up the corded handset to speak.
5. When finished, press EndPage, hang up the handset, or press **SPEAKER**. You return to the Idle screen.

Multi-Zone Overhead Paging (ATA Required)

If your Synapse system includes an optional multi-zone overhead paging (OHP) system, you have an **Overhead Paging** option in the Paging Zones list.

To page using an optional multi-zone overhead paging system:

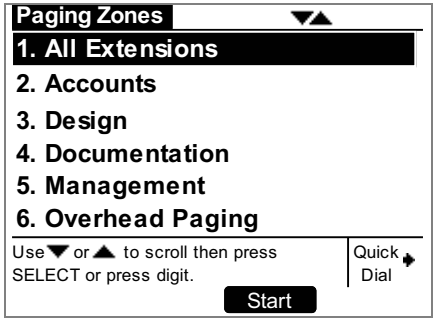


Figure 261. Overhead Paging Zone

Page
Overhead Page
You may be required to enter additional digits before paging can begin.
Press EndPage when done.
EndPage

Figure 262. Multi-Zone Overhead Page

1. From Idle or from a held call, press Page, as shown in *Figure 256 on page 188*. It may be necessary to first press More 1/2 from Idle, or to press More 1/3, then More 2/3 from Hold.

   The **Paging Zones** screen appears, as shown in Figure 261.

2. Select **Overhead Paging**.
3. Press Start. The system displays the multi-zone **Overhead Page** screen, as shown in Figure 262. If necessary, enter the desired overhead Paging Zone number.
4. Wait for feedback from your paging system, then speak into the speakerphone or pick up the corded handset to speak.
5. When finished, press EndPage, hang up the handset, or press **SPEAKER**. You return to the Idle screen.

Paging with the Cordless Handset

NOTE Cordless Handset operation is compatible with Call Appearance mode only.

You can page all the extensions in the system.

NOTE Neither zone paging nor (optional) overhead paging is available from the Cordless Handset.

To page all extensions with the Cordless Handset:

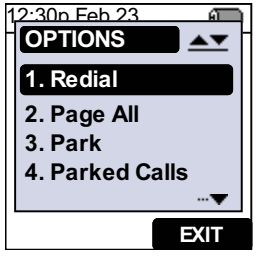


Figure 263. Held Options

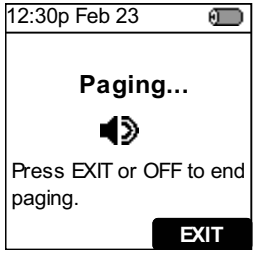


Figure 264. Paging

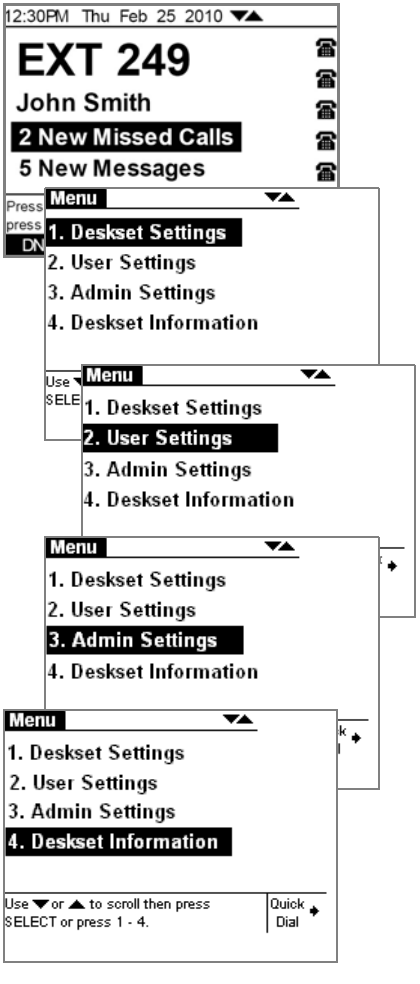
1. Begin the page:
   - From a held call or Idle mode:
     a. Press **OPTIONS**. The screen shown in Figure 263 appears.
     b. Press **2** to begin the page. The screen shown in Figure 264 appears.

   OR

   - From the Parked Call list:

     Press **PAGE** to begin the page.

   The Handset originating the page emits a single short tone for half a second just before paging commences. An alert tone also sounds on all paged extensions.
2. Speak into the microphone on the handset.
3. Press **EXIT** or **OFF** to end paging.



CHAPTER 10

DESKSET SETTINGS

You or your system administrator can customize your Deskset and SB67040 optional Cordless Handset using the following menus and features:

- *"Deskset Menu" on page 194*
- *"Deskset Settings" on page 195*
- *"User Settings" on page 199*
- *"Setting and Changing a User Password" on page 217*
- *"Deskset Information" on page 219*
- *"Using Do Not Disturb (DND)" on page 220*
- *"Operator Auto-Attendant Settings" on page 221*
- *"Cordless Handset Settings" on page 222.*

Deskset Menu

You can set up many Deskset features using menus presented on the Deskset display. Access the **Menu** by pressing **MENU**, and then select options by scrolling down to an option and pressing **SELECT**, or by pressing the dial-pad key with that option number.

To access the Deskset setup menus:

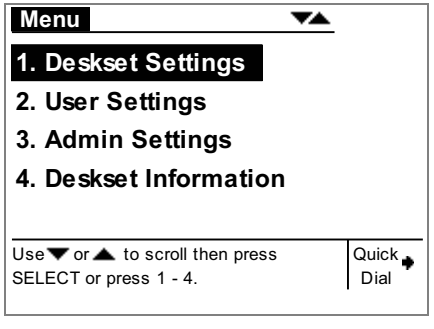

Menu
1. Deskset Settings
2. User Settings
3. Admin Settings
4. Deskset Information
Use ▼ or ▲ to scroll then press SELECT or press 1 - 4.
Quick Dial

Figure 265. Menu

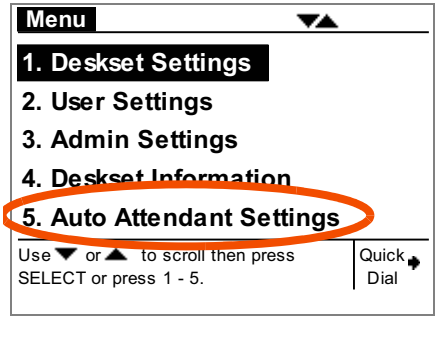

Menu
1. Deskset Settings
2. User Settings
3. Admin Settings
4. Deskset Information
5. Auto Attendant Settings
Use ▼ or ▲ to scroll then press SELECT or press 1 - 5.
Quick Dial

Figure 266. Operator Menu

Press **MENU** to display the **Menu** screen shown in Figure 265. If your Deskset is the operator extension, the **Menu** screen shown in Figure 266 appears.

- Press **1** on the dial pad to display the **Deskset Settings** menu. See *"Deskset Settings" on page 195* for further instructions.
- Press **2** to display the **User Settings** menu. See *"User Settings" on page 199* for further instructions.
- Press **3** to display the **Admin Settings** menu. See *"Setting and Changing a User Password" on page 217* for further instructions.
- Press **4** to display the **Deskset Information** menu. See *"Deskset Information" on page 219* for further instructions.
- **Call Appearance mode only—**If your extension is the operator extension, press **5** to change the **Auto Attendant** settings. See *"Operator Auto-Attendant Settings" on page 221* for further instructions.

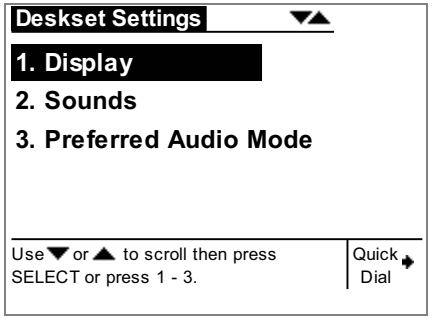
NOTE Access menu item functions by pressing a designated dial-pad key or using the navigation key to highlight the entry and pressing **SELECT**.

Deskset Settings

Use the **Deskset Settings** menu to access the three functions and the related submenus listed in Table 16.

To display the Deskset Settings menu:
1. Press **MENU** to display the **Menu** screen shown in *Figure 265 on page 194*.
2. Press **1** on the dial pad to display the **Deskset Settings** menu shown in Figure 267.

Table 16. Deskset Settings Menu Structure

Example Screen	Function	Submenu
 **Figure 267. Deskset Settings Menu**	**1.** *"Display" on page 196*	**1. Contrast (1–9)** **2. Backlight (Lo/Hi/Off)**
	2. *"Sounds" on page 197*	**1. Ring volume (0–9)** **2. Audible Ring Delay (0–40 seconds)** **3. Ringtones (1–9)** **4. Key beeps (On/Off)**
	3. *"Preferred Audio" on page 198*	**1. Speakerphone** **2. Headset**

Display

Use the **Display** menu to adjust your Deskset LCD contrast and backlight.

To access the Display menu:

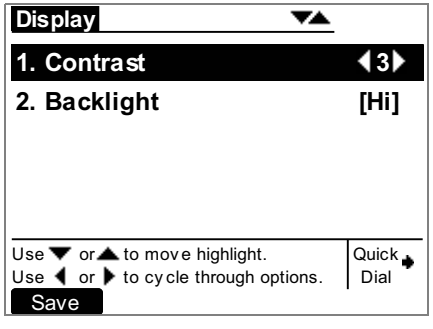


Figure 268. Display Menu

Press **MENU**, then **1**, and then **1** to access the **Display** menu shown in Figure 268.

- Press **1** to set the desired **Contrast** level.

  Press the ◁ or ▷ navigation key to adjust the level from 1 to 9. The default is **5**.

- Press **2** to set the desired **Backlight** level.

  Press the ◁ or ▷ navigation key to cycle through **Hi**, **Lo**, or **Off**. The default is **Hi**.

- Press Save to accept the adjustments and return to the **Deskset Settings** menu.

Sounds

Use the **Sounds** menu to set the ring volume, delay the beginning of audible ringing, pick one of nine ringtones, or turn key beeps on and off.

To access the Sounds menu:

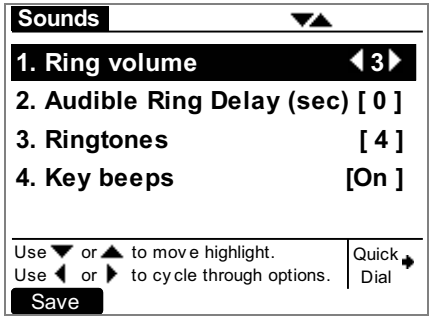

Sounds
1. Ring volume 3
2. Audible Ring Delay (sec) [0]
3. Ringtones [4]
4. Key beeps [On]
Use or to move highlight.
Use or to cycle through options.
Quick Dial
Save

Figure 269. Sounds Menu

Press **MENU**, then **1**, and then **2** to access the **Sounds** menu shown in Figure 269.

- Press **1** on the dial pad to choose **Ring Volume**.
  - Press the ◁ or ▷ navigation key to adjust the **Ring Volume** from 0 to 9. The default is **3**. A ringer sample plays.
  - To turn off the ringer, decrease the volume to zero.
- Press **2** on the dial pad to set the **Audible Ring Delay** from 0 to 40 seconds.

  Press the ◁ or ▷ navigation key to select one of the delay values. The default is **0**, which also disables the feature. Although the Call Appearance icon flashes, the Deskset does not ring for the time you set.
- Press **3** on the dial pad to choose **Ringtones**.

  Press the ◁ or ▷ navigation key to select one of nine ringtones. The default is **1**. Ringtone samples play when selected.
- Press **4** on the dial pad to choose **Key beeps**.

  Press the ◁ or ▷ navigation key to select **On** or **Off**. The default is **On**.
- Press Save to accept the adjustments and return to the **Deskset Settings** menu.

Preferred Audio

When you press a Call Appearance key or Answer, the call is answered in the **Preferred Audio** mode. You can set the audio preferences to **Headset** or **Speakerphone** by using the **Preferred Audio** menu. Lifting the corded handset takes first priority in all instances.

To access the Preferred Audio menu:

Preferred Audio
1. Speakerphone
[Set]
2. Headset
Choose where you hear your call when you press a Call Appearance key.
Use ▼ or ▲ to scroll or press 1 - 2.
Press Set? then press Save.
Quick Dial
Save
Set?

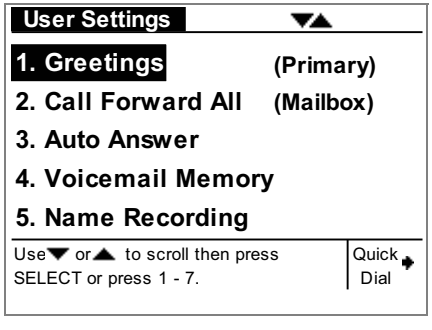
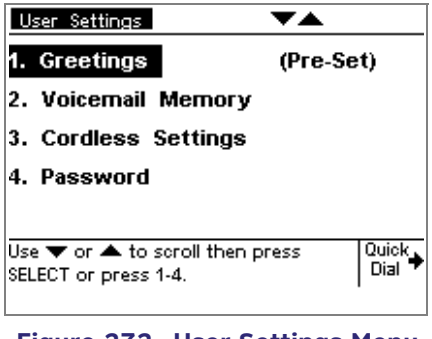
Figure 270. Preferred Audio Menu

1. Press **MENU**, then **1**, and then **3** to access the **Preferred Audio** menu shown in Figure 270.
2. Select the preferred audio:
   - Press **1** to select the **Speakerphone**.
   - Press **2** to select the **Headset**.
3. Press Set? to set your audio preference.
4. Press Save to accept the adjustments and return to the Deskset Settings menu.

User Settings

Use the **User Settings** menu to modify the settings shown in Figure 271 and listed in Table 17. User Settings vary depending on whether your system is in Call Appearance or Line Appearance mode.

Table 17. Deskset Menu – User Settings

Example Screen	Function	Submenu
 **Figure 271. User Settings Menu (Call Appearance mode)**	**1.** *"Greetings" on page 201*	**1. Current Greeting (Pre-Set/Primary/Alternate)** **2. Play/Rec Primary Greeting** **3. Play/Rec Alternate Greeting** **4. Play Pre-Set Greeting**
	2. *"Call Forward All and Call Forward–No Answer" on page 203* **(Call Appearance mode only)**	**Call Fwd All Target (Mailbox/Phone #/Ext)** **to Mailbox:** **to Phone #:** **to Ext:**
	3. *"Automatic Answering" on page 205* **(Call Appearance mode only)**	**Auto Answer (Disabled, Enabled)** **Delay (0–45 sec)**
	4. *"Voicemail Memory" on page 206*	Shows remaining minutes left in Voicemail.
	5. *"Name Recording" on page 207* **(Call Appearance mode only)**	**1. Play/Rec Personal Name** **2. Delete Personal Name**
	6. *"Registering an Optional Cordless Handset" on page 210*	**1. Handset (Registered/Not Registered)** **2. Headset (Registered/Not Registered)**
	7. *"Setting and Changing a User Password" on page 217*	**1. Set/Change User Password** **2. Clear User Password**
 **Figure 272. User Settings Menu (Line Appearance mode)**		

To display the User Settings menu:

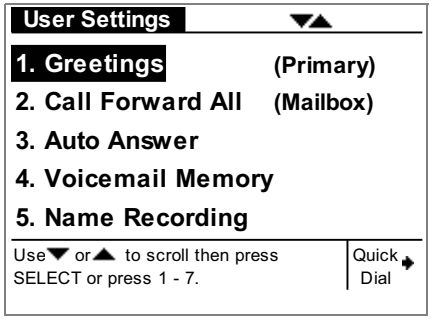

User Settings
1. Greetings (Primary)
2. Call Forward All (Mailbox)
3. Auto Answer
4. Voicemail Memory
5. Name Recording
Use ▼ or ▲ to scroll then press SELECT or press 1 - 7.
Quick Dial

Figure 273. User Settings

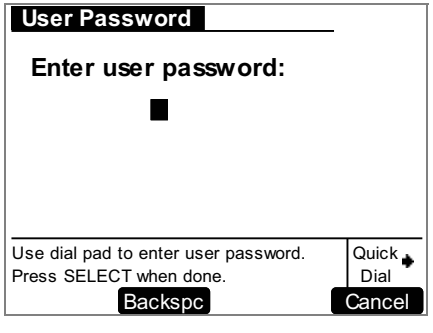


Figure 274. Enter User Password

Press **MENU** and then **2** to display the **User Settings** menu shown in Figure 273 (Call Appearance mode shown).

If you have set a user password, the **User Password** screen shown in Figure 274 appears.

- Enter your password and press **SELECT**.
- To correct errors, use the Backspc key.
- To cancel your changes on that screen, press Cancel at any time. The Deskset will return to the previous screen.

Greetings

You can have three different greetings for your Voicemail. You can then choose the one that is currently appropriate. You can record a **Primary Greeting** to use most of the time and an **Alternate Greeting** for when you are out of the office. The **Pre-Set Greeting**, "*Please leave a message after the tone*," is used when no other greeting is recorded.

To select the current greeting:

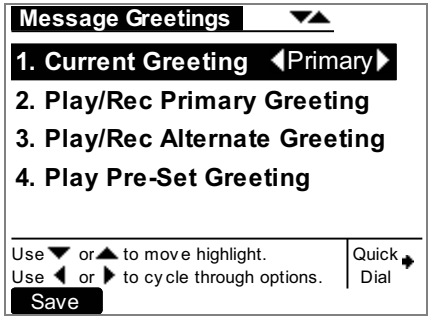


Figure 275. Message Greetings

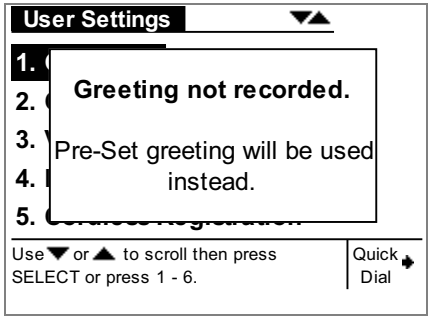

User Settings
Greeting not recorded.
Pre-Set greeting will be used instead.
Use or to scroll then press SELECT or press 1 - 6.
Quick Dial

Figure 276. No Greeting

1. Press **MENU**, then **2**, and then **1** to display the **Message Greetings** menu shown in Figure 275.
   - Press the ◁ or ▷ navigation key to select the **Pre-Set**, **Primary**, or **Alternate** greeting to be played to outside callers.
   - To record a new **Primary** or **Alternate** greeting, see *"Recording a Greeting" on page 202*.

NOTE You cannot delete or record over the Pre-Set greeting.

2. Press Save to save the greeting. The system checks to see if the selected greeting has been recorded.
   - If the greeting has been recorded, you return to the **User Settings** menu shown in *Figure 273 on page 200*.
   - If a greeting has not been recorded, the screen shown in Figure 276 appears and the **Pre-Set Greeting** is used. Press **4** to play the **Pre-Set Greeting**.

Recording a Greeting

You can record a greeting up to 60 seconds long. The procedure for recording a **Primary** or **Alternate Greeting** is the same.

To record either a Primary or Alternate greeting:

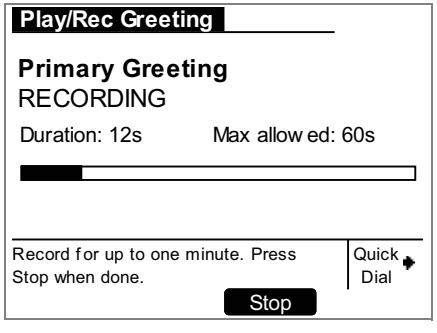


Figure 277. Play/Rec Greeting

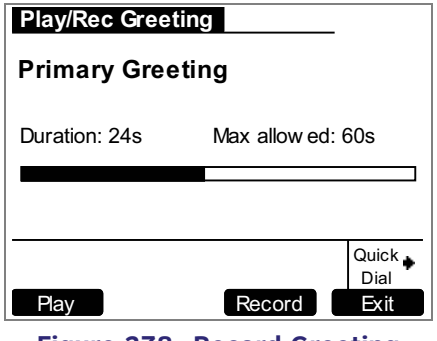


Figure 278. Record Greeting

1. Press **MENU**, then **2**, and then **1** to display the Message Greetings menu.
2. Press either **2** (**Primary**) or **3** (**Alternate**) to select the greeting.

   If you wish to record the greeting on the corded handset, lift the handset.

NOTE Once you start recording a greeting with the speakerphone, you cannot switch to recording it using the corded handset.

3. To record your greeting, press Record. The screen shown in Figure 277 appears.
4. Press Stop when you are finished. The screen shown in Figure 278 appears.
5. Press Play to review the message.
6. Press Exit to return to the **Message Greetings** menu.

Call Forward All and Call Forward–No Answer

Call Forward All and Call Forward–No Answer redirect incoming calls. Once a call is forwarded, it cannot be answered by the original extension.

- **Call Appearance mode only—**You can set **Call Forward All** to redirect calls to a phone number, extension, or Voicemail. Your Deskset does not ring, but a message screen appears to confirm that the call was forwarded. Your Deskset does not record the call in its Call Log. Your company's caller ID is attached to calls that Call Foward All sends to outside numbers. The default destination is Voicemail.

  To turn Call Forward All on or off, press CallFwd when the telephone is idle. When activated, FWD ON appears in the upper right corner of the display. Call Forward All overrides the Call Forward–No Answer setting set by your system administrator.

  You can set the Call Forward All destination in the **User Settings** menu or using the WebUI. See *"Basic Settings" on page 231*.

- **Call Forward–No Answer** can only be set by the system administrator. This setting determines the delay of, and the destination for, unanswered calls for each extension. The default is to send all calls to Voicemail. After the calls are forwarded, the calls cannot be answered at the Deskset.

  Call Appearance mode only—The Call Forward–No Answer setting does not apply to Ring Group calls or to incoming calls at extensions that are part of a Call Queue. See *"Answering Calls in the Call Queue" on page 72*.

To set the Call Forward destination:

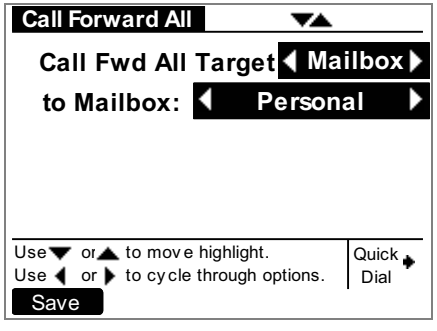


Figure 279. Call Forward All

1. Press **MENU**, then **2**, and then **2** to display the **Call Forward All** menu shown in Figure 279.
2. Press the ◁ or ▷ navigation key to select one of the following targets:
   - ◀Mailbox▶. Then press the ▽ navigation key to move to the **to Mailbox:** field and select your personal mailbox or a Group Mailbox (if enabled).
   - ◀Ext▶. Then press the ▽ navigation key to move to the **to Ext:** field and enter a valid extension number.
   - ◀Phone#▶. Then press the ▽ navigation key to move to the **to Phone #:** field and enter a valid phone number. It is not necessary to enter a preceding 9 or whatever digit, if any, that must be dialed for outside calls because the call is already marked as an outside call. If your system administrator has disabled call forwarding/transferring to an outside line, you will see an error message.
3. To confirm the change, press Save. The **User Settings** menu appears.

Automatic Answering

NOTE Auto Answer settings apply to Call Appearance mode only.

You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you. For example, employees in warehouses or shops may use this feature for quick conversations without having to interrupt what they are doing.

NOTE DND and **Call Forward All** take priority over Auto Answer. If you have enabled **Call Forward All**, calls are forwarded before they can be Auto Answered. However, Auto Answer takes priority over the Call Forward-No Answer setting. See *"Call Forward All and Call Forward–No Answer" on page 203*.

Auto Answer does not apply to Ring Group calls. See *"Incoming Call Indication" on page 66*.

To set Auto Answer:

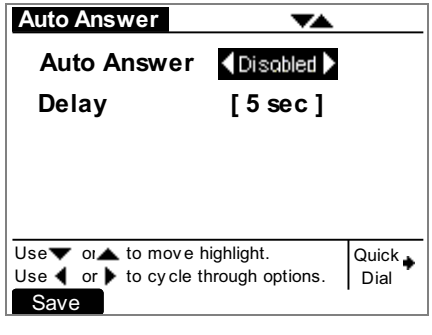


Figure 280. Auto Answer

1. Press **MENU**, then **2**, and then **3** to display the **Auto Answer** screen shown in Figure 280.
2. Press the ◁ or ▷ navigation key to select either Disabled or Enabled.
3. Press the ▽ navigation key, then the ◁ or ▷ keys to select the delay before the Deskset automatically answers each call.

   NOTE The Auto Answer Delay overrides the Call Forward–No Answer delay. See *"Call Forward All and Call Forward–No Answer" on page 203*.

4. Press Save to confirm the change. The **User Settings** menu appears.

Voicemail Memory

Your Voicemail messages are stored on your Deskset. You can check the amount of available memory.

To access the Voicemail Memory screen:

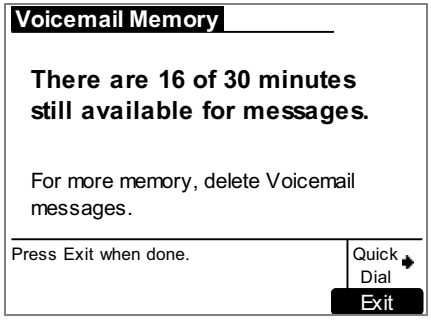

Voicemail Memory
There are 16 of 30 minutes still available for messages.
For more memory, delete Voicemail messages.
Press Exit when done.
Quick Dial
Exit

Figure 281. Voicemail Status

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **4** to display the **Voicemail Memory** status screen shown in Figure 281.

   Line Appearance mode—Press **MENU**, then **2**, and then **2** to display the **Voicemail Memory** status screen.

   The **Voicemail Memory** screen displays the remaining minutes left for recording a message in Voicemail. This screen is for informational purposes only.

2. Press Exit. The **User Settings** menu appears.

NOTE Even when this screen says **...0 of 30 minutes still available...**, there may still be enough time to record a short message and the VM Full status message may not appear. See *"Deskset Status Indicators" on page 24*.

Name Recording

NOTE Name Recording applies to Call Appearance mode only.

If callers access the Company Directory when the Auto Attendant is on, they hear this recording upon entering your name.

To create a useful recording for incoming callers, you should say your name slowly, clearly, and at a reasonable volume. Your system administrator may also recommend that you state both your name and extension number. It is important that your recording be consistent with recordings at other extensions in the system.

To record and play a personal name:

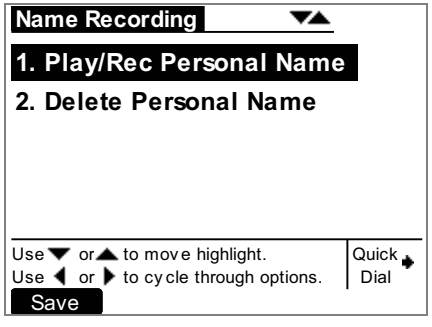

Name Recording
1. Play/Rec Personal Name
2. Delete Personal Name
Use ▼ or ▲ to move highlight.
Use ◀ or ▶ to cycle through options.
Quick Dial
Save

Figure 282. Name Recording

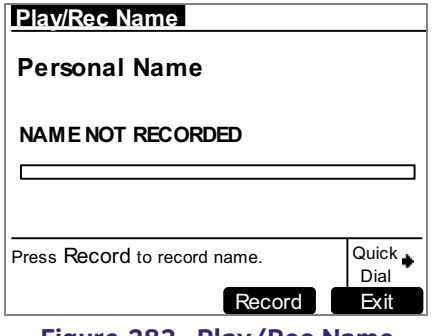


Figure 283. Play/Rec Name

1. Press **MENU**, then **2**, and then **5** to display the **Name Recording** menu shown in Figure 282.
2. Press **1** to display the **Play/Rec Name** screen shown in Figure 283.
3. Press Record to record a personal name. The screen shown in Figure 284 appears.

NOTE: You are limited to a 10-second recording; recording stops automatically if the limit is exceeded.

4. When you are finished recording, press Stop. The screen changes to display Play and Record, as shown in Figure 285.
5. Press Play to review the recorded name.
6. Press Exit. The **Name Recording** menu appears.

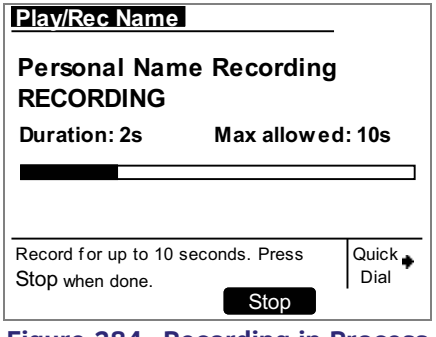


Figure 284. Recording in Process

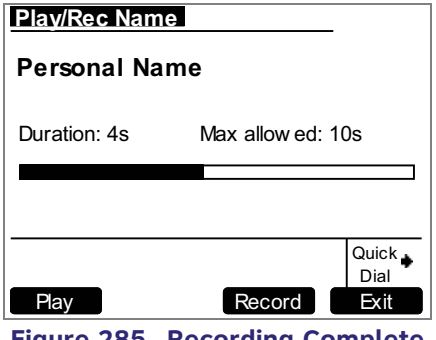


Figure 285. Recording Complete

To delete a personal name:

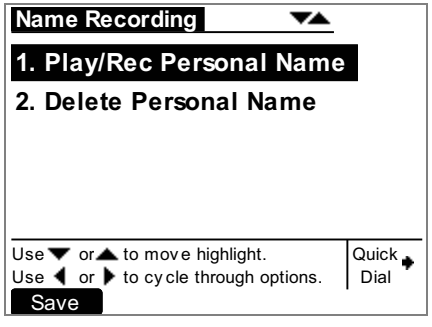

Name Recording
1. Play/Rec Personal Name
2. Delete Personal Name
Use ▼ or ▲ to move highlight.
Use ◀ or ▶ to cycle through options.
Quick Dial
Save

Figure 286. Name Recording

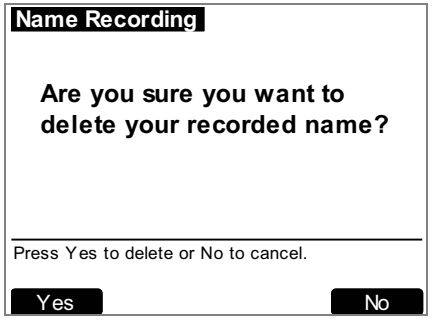


Figure 287. Name Delete Confirmation

1. Press **MENU**, then **2**, and then **5** to display the **Name Recording** menu shown in Figure 286.
2. Press **2** to delete the personal name. A confirmation screen appears, as shown in Figure 287.
3. Press Yes to confirm.

   After you delete your recorded name, the Auto Attendant will announce your extension number instead.

Registering an Optional Cordless Handset

NOTE The Cordless Handset is not supported in Line Appearance mode.

You can register only one AT&T SB67040 Cordless Handset and only one AT&T TL7600 Cordless Headset to a Deskset. When a Deskset has cordless accessories, they are all part of the same extension, and only one device can be used at a time.

To register the SB67040 Cordless Handset:

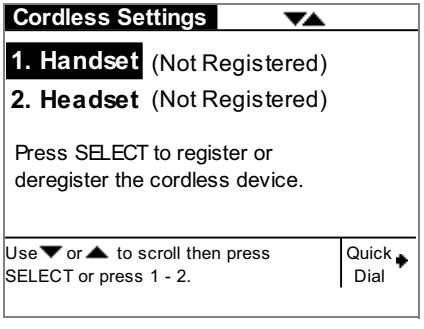

Cordless Settings
1. Handset (Not Registered)
2. Headset (Not Registered)
Press SELECT to register or deregister the cordless device.
Use ▼ or ▲ to scroll then press SELECT or press 1 - 2.
Quick Dial

Figure 288. Cordless Settings

Figure 289. Handset Not Registered

1. Press **MENU**, then **2**, and then **6** to display the Cordless Settings menu shown in Figure 288.
2. Press **1** to display the **Cordless Handset Registration** screen shown in Figure 289.
3. Prepare the Cordless Handset to be registered. The Handset must be in the charger with the **REGISTER** screen displayed, as shown in Figure 290. Even if the Cordless Handset has been in its charger, remove and replace the Cordless Handset right before you press Register on the Deskset.

NOTE It does not matter which device starts the registration process.

Figure 290. Handset Ready to Register

To register the SB67040 Cordless Handset: (Continued)

Figure 291. Cordless Handset Registration in Progress...

Figure 292. Cordless Handset Registered

4. Press Register on the Deskset. **Registration in Progress...** appears while the Deskset searches for the Handset. Once found, the **Registration in progress...** screen appears on the Cordless Handset, as shown in Figure 291.

   When registration is complete, **Cordless Handset is currently Registered** appears on the Deskset and the **Handset Registered** screen appears on the Cordless Handset, as shown in Figure 292.

5. Press Exit on the Deskset. The **Cordless Settings** menu appears.

NOTE

Registration can be terminated by pressing **CANCEL** on the Deskset.

If the Cordless Handset is registered to another Deskset, it must be deregistered first.

Registering an Optional Cordless Headset

You can register only one AT&T SB67040 Cordless Handset and only one AT&T TL7600 Cordless Headset to a Deskset. When a Deskset has cordless accessories, they are all part of the same extension, and only one device can be used at a time.

To register the TL7600 Cordless Headset:

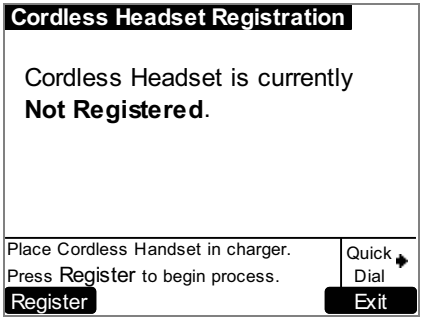


Figure 293. Cordless Headset Not Registered

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **6** to display the Cordless Settings menu shown in *Figure 288 on page 211*.

   Line Appearance mode—Press **MENU**, then **2**, and then **3** to display the Cordless Settings menu.

NOTE The Headset must be in the charger, otherwise registration cannot proceed. Even if the Cordless Headset has been in its charger, remove and replace the Cordless Headset right before you press Register on the Deskset.

2. Press **2** to display the Cordless Headset Registration screen shown in Figure 293.
3. Press Register. **Registration in Progress...** appears while the Deskset searches for the Handset.
4. When registration is complete, **Cordless Headset is currently Registered** appears and the Cordless Headset **ON/OFF** light turns solid blue.
5. Press Exit. The Cordless Settings menu appears.

NOTE Registration can be terminated by pressing **CANCEL** on the Deskset.

If the Cordless Handset is registered to another Deskset, it must be deregistered first. See *"Deregistering a Cordless Handset or Headset" on page 214*.

Deregistering a Cordless Handset or Headset

You must deregister cordless accessories before you can register them to different Desksets. If you remove a Deskset from the system, first deregister any cordless accessories.

To deregister a cordless accessory:

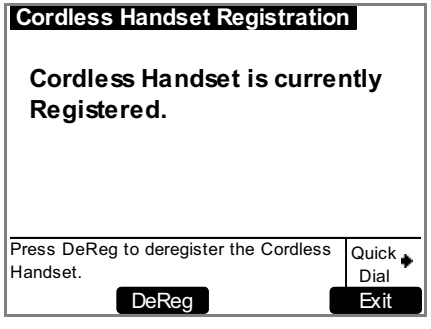


Figure 294. Handset Registered

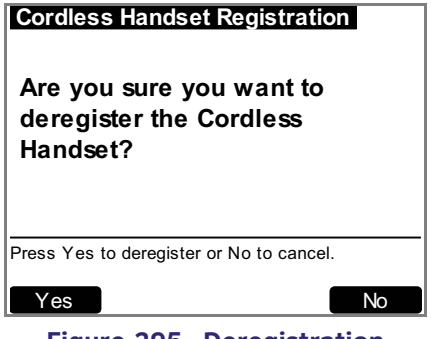

Cordless Handset Registration
Are you sure you want to deregister the Cordless Handset?
Press Yes to deregister or No to cancel.
Yes
No

Figure 295. Deregistration Confirmation

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **6** to display the Cordless Settings menu shown in *Figure 288 on page 211*.

   Line Appearance mode—Press **MENU**, then **2**, and then **3** to display the Cordless Settings menu.

   The following procedure describes deregistering the Cordless Handset. The process is identical for the Cordless Headset, except in Step 2, you press **2**, rather than **1** to deregister the Cordless Headset.

2. Press **1** to display the **Cordless Handset Registration** menu shown in Figure 294.

3. Press DeReg. The confirmation message shown in Figure 295 appears.

4. Press Yes to confirm deregistration.

   The Deskset screen then displays **Cordless Handset is currently Not Registered**, as shown in Figure 296. The REGISTER screen appears on the Cordless Handset, as shown in *Figure 290 on page 211*. (The Cordless Headset **ON/OFF** light slowly flashes.)

5. Press Exit. The **Cordless Settings** menu appears.

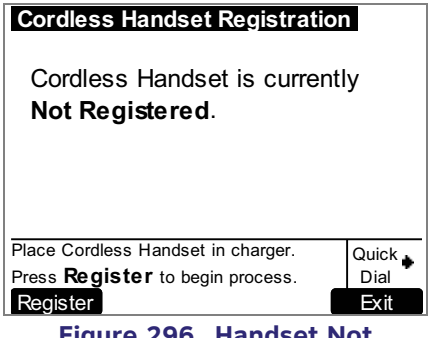


Figure 296. Handset Not Registered

Deregistering the Cordless Handset or Headset without the Deskset

Cordless Handsets or Headsets can also be deregistered using the Handset or Headset. This method can be used when the Deskset is unavailable for standard deregistration.

To deregister the Handset or Headset when the Deskset is not available:

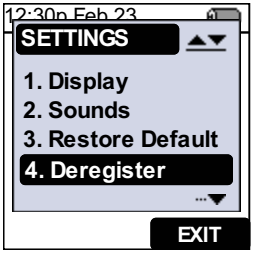


Figure 297. Deregister Setting

Figure 298. Deregister Confirmation

1. At the Cordless Handset, press **OPTIONS** and then **5**. The Deregister Setting screen appears, as shown in Figure 297.
2. Press **4** for **Deregister**. The Deregister Confirmation screen appears, as shown in Figure 298.
3. Press **YES**.

NOTE If you deregister a Cordless Handset using the Handset, the previously registered Deskset does not recognize the deregistration. You must also deregister the Cordless Handset from that Deskset before another Cordless Handset can be registered to that Deskset.

To deregister the Cordless Headset at the Headset, press:
VOL+ –> **MUTE** –> **VOL–** –> **MUTE** –> **VOL+** –> **VOL–** –> **MUTE**.

Cordless Accessory Registration and Deregistration Time-Out

NOTE If the cordless device is registered to another Deskset or telephone, it must be deregistered first. See *"Deregistering a Cordless Handset or Headset" on page 214*.

For security reasons, the registration process on both Deskset and cordless accessory terminates after the time-out period of two minutes if registration is not successful.

If the registration process times out on the cordless accessory, the cordless accessory resets itself. The Deskset returns to the unregistered cordless accessory startup screen.

The Handset displays **Registration Failed** if the process times out.

If the registration process times out on the Deskset, it displays **Registration Failed** and returns to Idle mode.

If Cordless Headset registration fails, the **ON/OFF** light on the Headset flashes twice every five seconds. To reset the Headset, remove the Headset from the charger and try the registration process again, beginning with Step 1, *"To register the TL7600 Cordless Headset:" on page 213*.

Setting and Changing a User Password

If you create a password, you will need to enter it before accessing User Settings, Voicemail, and the WebUI.

To set, change or clear your password:

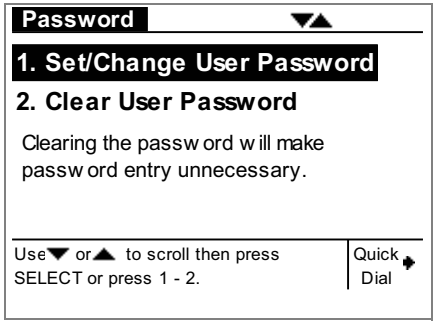

Password
1. Set/Change User Password
2. Clear User Password
Clearing the password will make password entry unnecessary.
Use ▼ or ▲ to scroll then press SELECT or press 1 - 2.
Quick Dial

Figure 299. Password Menu

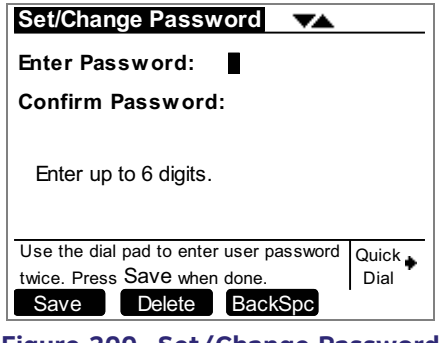


Figure 300. Set/Change Password

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **7** to display the Password screen shown in Figure 299.

   Line Appearance mode—Press then **2**, and then **4** to display the Password screen.

2. To set or change your password, press **1**.
   - Use the dial pad to enter a password of up to six digits.
   - To correct errors, press Backspc, or to start over, press Delete.
   - Press the ▽ navigation key and enter the new password again.
   - To accept the change, press Save. The **Password Saved** screen appears, then the **User Settings** menu appears.
3. To clear your password, press **2**.
   - Press Yes to confirm that you want to clear your password. The **Password** screen appears. Once the password has been cleared, password entry is no longer necessary for User Settings, Voicemail and the WebUI.

Admin Settings

To display the Admin Settings menu:

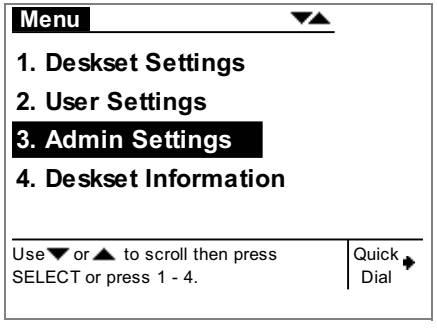

Menu
1. Deskset Settings
2. User Settings
3. Admin Settings
4. Deskset Information
Use ▼ or ▲ to scroll then press SELECT or press 1 - 4.
Quick Dial

Figure 301. Admin Settings

NOTE The Admin Settings, shown in Figure 301, are determined by your system administrator. Only people with access to the system administrator's password can change them.

For more information on these settings, see the Synapse Administrator's Guide, downloadable at **www.telephones.att.com/synapseguides**.

Deskset Information

Most of the deskset information is only used by your system administrator or the installer. However, you need the Deskset's IP Address to use the WebUI.

To display Deskset Information:

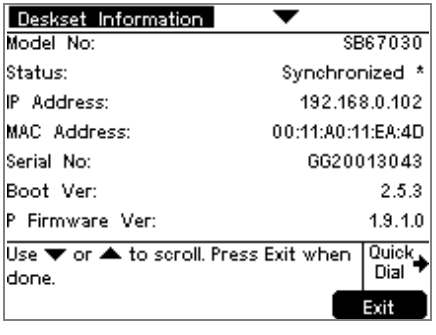


Figure 302. Deskset Information 1

Figure 303. Deskset Information 2

1. Press **MENU** and then **4** to display the **Deskset Information** screen shown in Figure 302.

   The model number, device status, IP Address, and Firmware number are listed with other information.

2. Press the ▽ navigation key to access the additional information shown in Figure 303.

3. When your review is complete, press Exit. The Main menu appears.

Using Do Not Disturb (DND)

Do Not Disturb silences incoming ringing and paging. Incoming calls can still be answered as long as the Call Appearance or Line Appearance LED is flashing.

To enable or disable Do Not Disturb:

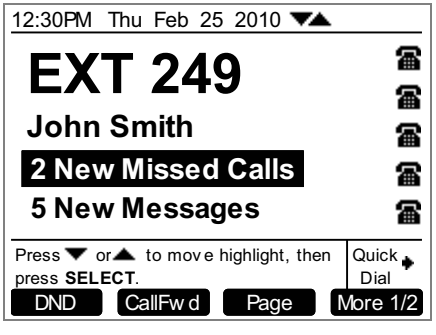


Figure 304. Idle

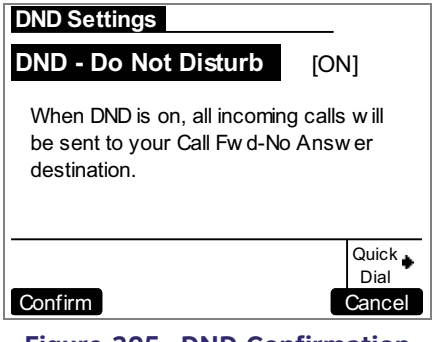

DND Settings
DND - Do Not Disturb
[ON]
When DND is on, all incoming calls will be sent to your Call Fwd-No Answer destination.
Quick Dial
Confirm
Cancel

Figure 305. DND Confirmation

1. From the Idle screen shown in Figure 304 (Call Appearance mode shown), press DND. (If necessary, press More 2/2 to display and press DND.) The **DND Settings** screen shown in Figure 305 appears.
2. Press Confirm to save changes. DND ON appears in the top right of the display, as shown in Figure 306.

   OR

   Press Cancel to return to Idle mode at any time.
3. Press DND to turn **DND** off. DND ON disappears from the top right of the display.

Figure 306. DND Set

NOTE The DND indicator only appears in the top right of the display when Call Forward All is disabled. When Call Forward All is set, no calls ring regardless of the DND setting, so the DND indicator does not appear.

Operator Auto-Attendant Settings

NOTE Auto-Attendant Settings apply to Call Appearance mode only.

If your Deskset is the operator extension, you can set the status of the Auto Attendant.

To display the Auto-Attendant Settings menu:

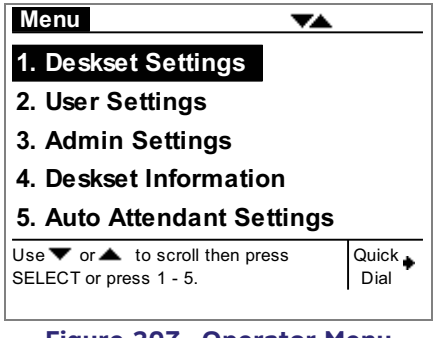

Menu
1. Deskset Settings
2. User Settings
3. Admin Settings
4. Deskset Information
5. Auto Attendant Settings
Use ▼ or ▲ to scroll then press SELECT or press 1 - 5.
Quick Dial

Figure 307. Operator Menu

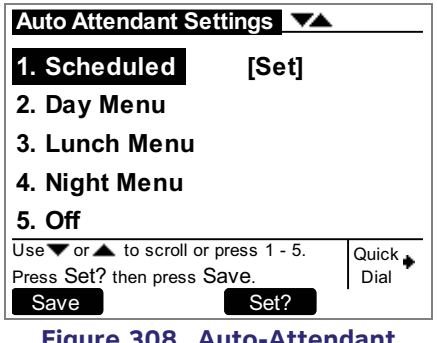


Figure 308. Auto-Attendant Settings

1. Press **MENU** to display the **Menu** with a fifth choice, as shown in Figure 307.
2. Press **5** to display the **Auto-Attendant Settings** screen shown in Figure 308. Choose one of the five options to set the Auto Attendant's response to incoming calls.
   - Press **1** to follow the scheduled times.
   - Press **2** to use the **Day** menu.
   - Press **3** to use the **Lunch** menu.
   - Press **4** to use the **Night** menu.
   - Press **5** to turn off the Auto Attendant so that incoming calls ring at the extensions set by the system administrator.
3. Press Set? to select the highlighted Auto-Attendant status. **[Set]** appears next to the selected status.
4. Press Save to save the setting.

Cordless Handset Settings

NOTE The Cordless Handset is not supported in Line Appearance mode.

Once the optional Cordless Handset has been registered to the Deskset, you can set up the Cordless Handset:

- *"Setting Cordless Handset Contrast" on page 223*
- *"Setting the Cordless Handset Sounds" on page 224*
- *"Using the VOLUME key to set the Cordless Handset Ringer and Voice Volume" on page 225*
- *"Setting the Cordless Handset to Factory Default" on page 226*
- *"Viewing the Cordless Handset Product ID" on page 227.*

Setting Cordless Handset Contrast

To adjust the display contrast:

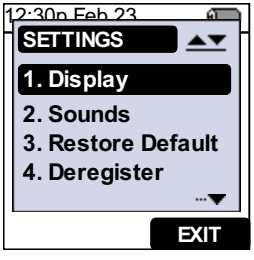


Figure 309. Settings Menu

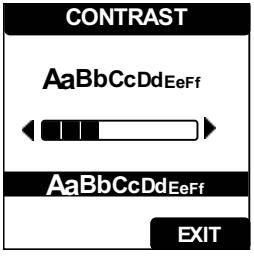


Figure 310. Contrast

1. Press **OPTIONS**, then **5** to display the Settings menu shown in Figure 309.
2. Press **1** to display the **Contrast** screen shown in Figure 310.
3. Press the ◁ or ▷ navigation key to adjust the contrast until the desired level is reached.
4. To accept the changes you have made and return to the Settings menu shown in Figure 309, press **EXIT**.

Setting the Cordless Handset Sounds

To adjust the sound:

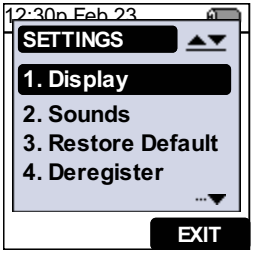


Figure 311. Settings Menu

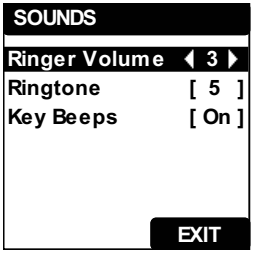


Figure 312. Sounds Menu

1. Press **OPTIONS**, then **5** to display the Settings menu shown in Figure 311.
2. Press **2** to display the Sounds menu shown in Figure 312.
3. Press the ▲ or ▼ navigation key select audio options:
   - To adjust the ringer volume from 0 to 6, press the ◀ or ▶ navigation key. Decreasing the volume to zero silences the ringer. The ringer sounds as it is adjusted. You can also alter the ringer volume in the Idle mode by pressing the Handset volume control, ◀ VOLUME ▶.
   - To choose one of nine ringtones, press the ▼ navigation key once to highlight **Ringtone**. To select the ringtone, press the ◀ or ▶ navigation key. This setting only applies to the Cordless Handset.
   - To turn Key Beeps on or off, press the ▼ navigation key twice to highlight **Key Beeps**. Press the ◀ or ▶ navigation key to turn the Key Beeps **On** or **Off**.
4. To accept the adjustments and return to the **Settings** menu shown in Figure 311, press EXIT.

Using the VOLUME key to set the Cordless Handset Ringer and Voice Volume

The Handset also provides a volume control on the right side of the handset. You can increase or decrease the ringer volume only when not on an active call. You can increase or decrease the incoming voice volume during an active call or during message playback.

To adjust the ringer volume:

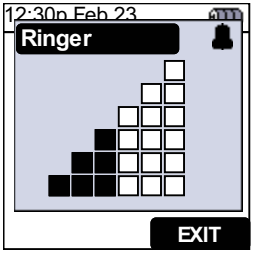


Figure 313. Ringer Volume

When not on an active call:

- Press **VOLUME** ▸ to increase the ringer volume.

  OR

- Press ◂ **VOLUME** to decrease the ringer volume.

A screen similar to the one shown in Figure 313 appears. The example shows the volume set to 3. The minimum ringer volume is zero (silenced) and the maximum volume is 6.

If you set the ringer to zero (silenced), the silent ring icon (see *"Cordless Handset Screen Icons" on page 40*) appears during an incoming call, as shown in Figure 314.

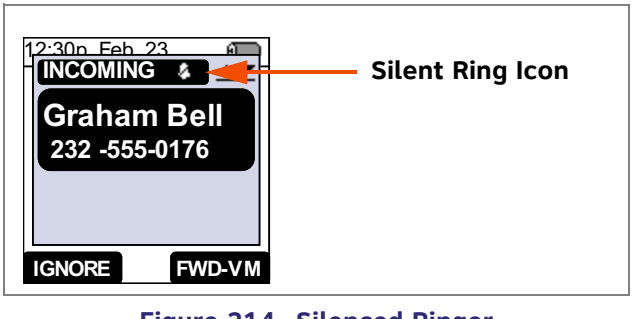


Figure 314. Silenced Ringer

To adjust the incoming voice volume:

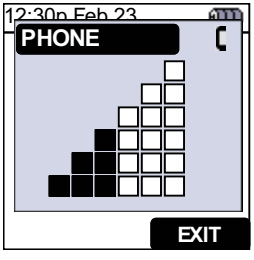


Figure 315. Voice Volume

During an active call or during message playback:

- Press **VOLUME** ▸ to increase the incoming voice volume.

  OR

- Press ◂ **VOLUME** to decrease the incoming voice volume.

A screen similar to the one shown in Figure 315 appears. The example shows the volume set to 3. There are six volume levels.

If you are using the speakerphone, the speakerphone volume is adjusted.

Setting the Cordless Handset to Factory Default

To reset the Handset to default settings (factory defaults):

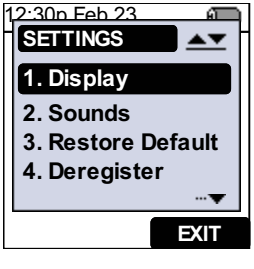


Figure 316. Settings Menu

1. Press **OPTIONS**, then **5** to display the **Settings** menu shown in Figure 316.
2. Press **3** to display the **Restore Default** screen shown in Figure 317.
   - Press **YES** to clear all Handset custom settings.
   - Press **NO** to keep current settings.

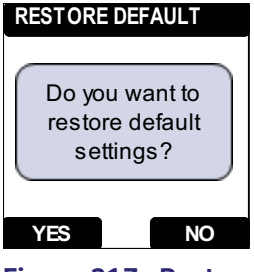


Figure 317. Restore Default

Viewing the Cordless Handset Product ID

To view the Product ID:	
  Figure 318. Product ID	1. Press **OPTIONS**, then **5** to display the **Settings** menu shown in Figure 316. 2. Press **5** to display the Product ID screen shown in Figure 318. This page displays the Handset's identification information, including serial number, model number, software version, and registration status. This information cannot be altered. 3. Press **EXIT** to return to the **Settings** menu shown in Figure 316.

CHAPTER 11

WEB INTERFACE

Use an Internet browser to access the Web User Interface (WebUI) that resides on the Deskset. You can configure your Deskset using the WebUI.

To save WebUI changes, click **Apply**.

NOTE If you type an invalid value into one of the fields on the web page, clicking **Apply** does not save the page. An error message appears at the top of the page. The field with the incorrect value is highlighted.

- *"Accessing the Web User Interface (WebUI)" on page 229*
- *"Basic Settings" on page 231*
- *"Extension Directory" on page 233*
- *"Quick-Dial Keys" on page 236*
- *"Voicemail Distribution" on page 237*
- *"Help" on page 240.*

Accessing the Web User Interface (WebUI)

To access the WebUI:

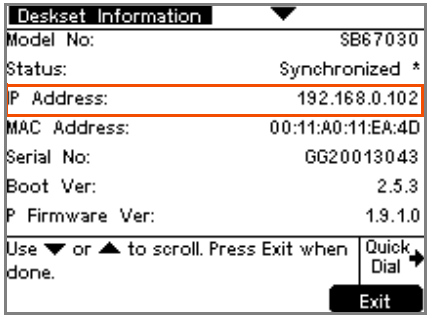


Figure 319. Deskset Information

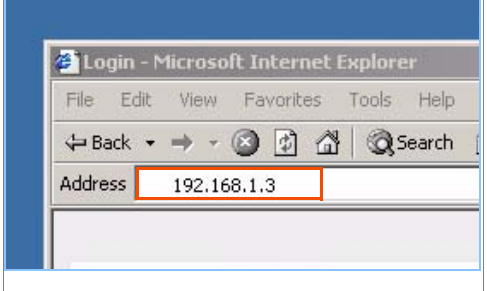


Figure 320. Browser IP Address

1. Press **MENU** on the Deskset.
2. Press **4** to display Deskset Information.
3. Find your IP Address, as highlighted in Figure 319.
4. Open an Internet browser on your computer. AT&T recommends Internet Explorer (7 or higher). The PC must be on the same network as the Deskset.
5. Type the Deskset IP address in the address bar, as shown in Figure 320, and press **ENTER** on your PC keyboard.
6. A **Login** screen appears, as shown in Figure 321.

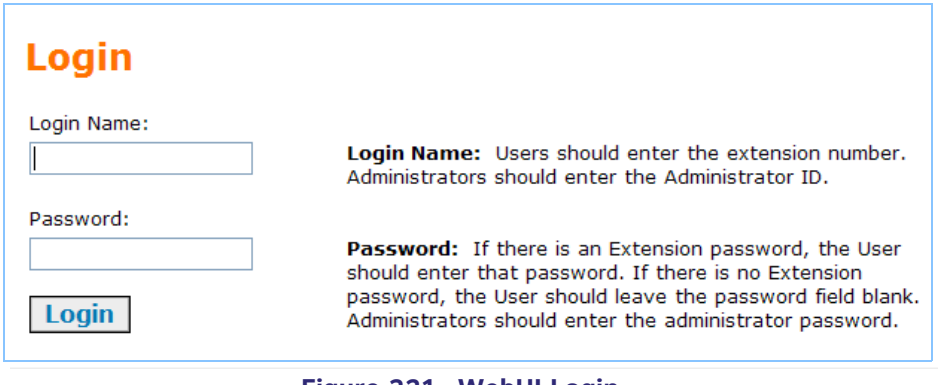

Login
Login Name:
Password:
Login
Login Name: Users should enter the extension number. Administrators should enter the Administrator ID.
Password: If there is an Extension password, the User should enter that password. If there is no Extension password, the User should leave the password field blank. Administrators should enter the administrator password.

Figure 321. WebUI Login

To access the WebUI: (Continued)

7. Log in as a user by typing your extension number, and unless you have created a password, leave the password blank.
8. Click Login.
   - You can create or change your user password once you are logged in.
   - The system displays the **Basic Settings** screen shown in *Figure 322 on page 231*.

CAUTION

Changing a setting does not instantly apply the new value. Clicking Apply *saves and applies all changes on that page.*

Basic Settings

The remaining procedures in this chapter assume that you are already logged in to the WebUI. See *"Accessing the Web User Interface (WebUI)" on page 229*.

To modify the Basic Settings:

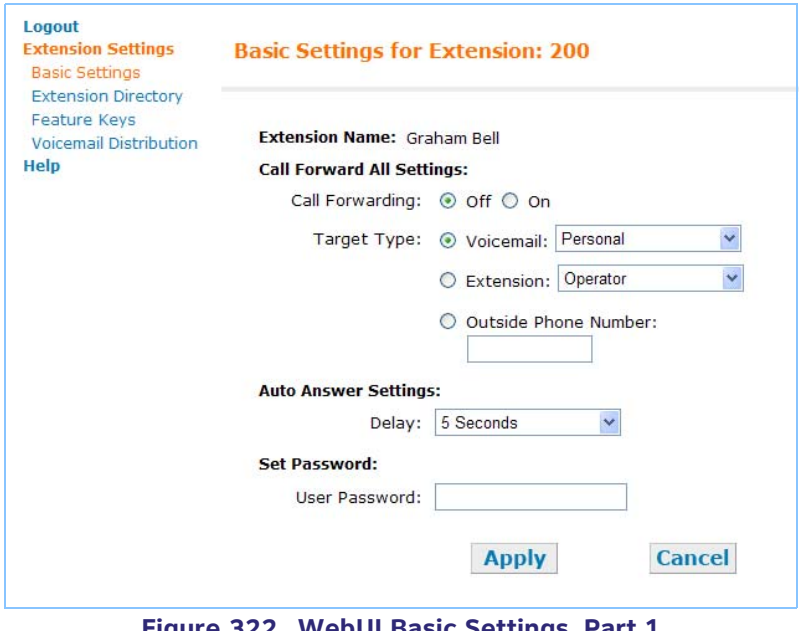


Figure 322. WebUI Basic Settings, Part 1 (Call Appearance mode shown)

After logging in, the **Basic Settings** menu appears as shown in Figure 322. Your **Extension Name**, which the system administrator enters, is displayed on internal calls. In Call Appearance mode, callers using the Auto Attendant can search for your Extension Name to reach your extension.

NOTE In Line Appearance mode, only the **Set Password** setting is available.

1. Configure Basic Settings as desired.
   - Enabling **Call Forward All** in this window immediately forwards all calls to the destination you select instead of ringing your extension. To enable call forwarding of all calls:
     a. Click the **Call Forwarding: On** button.
     b. Select the **Target Type**:
        - **Voicemail**: Select either **Personal** or, if your system has Group Mailboxes, a Group Mailbox.

To modify the Basic Settings: (Continued)

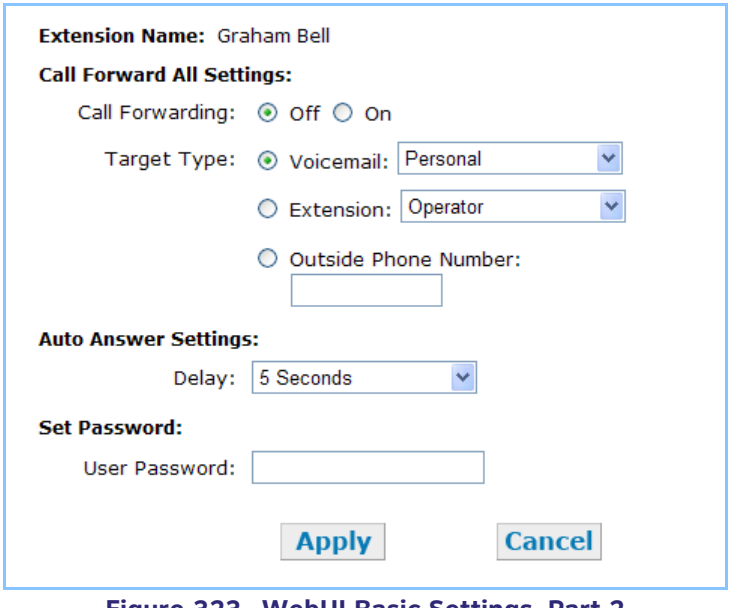


Figure 323. WebUI Basic Settings, Part 2 (Call Appearance mode shown)

- **Extension**: Enter an extension or select an extension number from the drop-down list.
- **Outside Phone Number**: Enter an outside telephone number.

NOTE For example, enter your cell phone number as the **Outside Phone Number** to have all calls forwarded to your cell phone.

c. To disable forwarding all calls, click the **Call Forwarding: Off** button.

- You can set Auto Answer to arrange for your Deskset to automatically answer calls after a specified time. Set the delay here, and turn the feature on or off from the Deskset menus. See *"Auto Answering" on page 71*.
- Create a password or change it in the **User Password:** field. This password is also used for accessing Voicemail and settings on the Deskset and on the WebUI.

2. Click Apply to accept your changes.

Extension Directory

Your administrator can create a System Directory of names and phone numbers (referred to as System list on the Deskset) to allow easy dialing. You can create a personal **Extension Directory** (referred to as Personal list on the Deskset) that is only available from your extension.

To add an entry to the Extension Directory:

Figure 324. Extension Directory

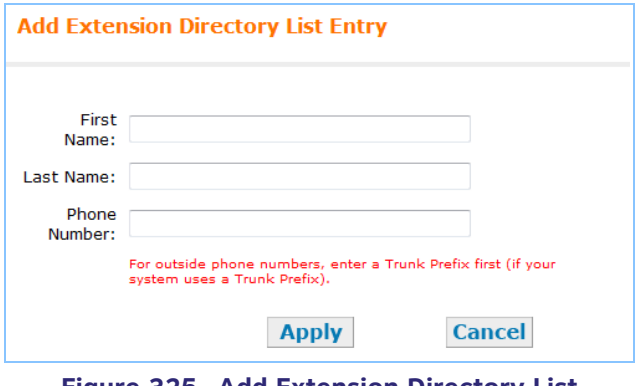

Add Extension Directory List Entry
First Name:
Last Name:
Phone Number:
For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).
Apply
Cancel

Figure 325. Add Extension Directory List

1. In the Navigation Menu at left, click **Extension Directory** to display the screen shown in Figure 324.
2. Click Add New Entry. The screen shown in Figure 325 appears.
3. Complete the form with the desired information.
4. Click Apply to save. The **Extension Directory** screen appears with the entries added, as shown in Figure 326.

Figure 326. Extension Directory

To edit Extension Directory entries:

Figure 327. Extension Directory

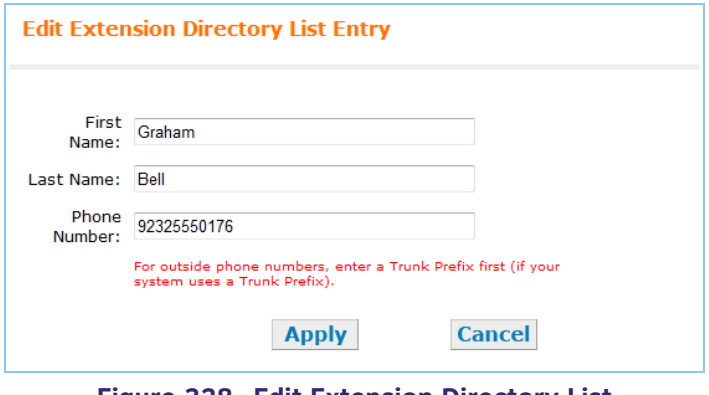

Edit Extension Directory List Entry
First Name: Graham
Last Name: Bell
Phone Number: 92325550176
For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).
Apply
Cancel

Figure 328. Edit Extension Directory List

1. In the Navigation Menu at left, click **Extension Directory** to display the screen shown in Figure 327.
2. Click **[Edit]** next to the entry to be edited. The Edit Extension Directory List Entry screen appears, as shown in Figure 328.
3. Complete the form with the desired information.
4. Click Apply to accept your changes or Cancel to reject the changes.

To sort and delete Extension Directory entries:

Figure 329. Extension Directory

In the Navigation Menu at left, click **Extension Directory** to display the screen shown in Figure 329.

- To sort entries by last name, click Sort By Last Name. The button then changes to Sort By First Name. This action only works during the current session. The sort order reverts to listing the names by first name when you log in the next time.

NOTE When you change the Directory sort order on the Deskset using the FirstNme and LastNme soft keys, the sort order remains until you change it again.

- To delete Directory entries:

  a. Click the check box to the left of each entry.

  b. Click Delete Selected Entries. All of the selected entries are removed.

Quick-Dial Keys

To add or edit Quick-Dial entries:

Figure 330. Add/Edit Quick-Dial Keys

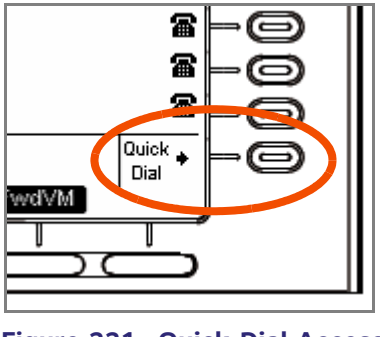


Figure 331. Quick-Dial Access

1. In the Navigation Menu at left, click **Quick Dial Keys** to display the screen shown in Figure 330.
2. Enter up to six names and extensions or telephone numbers in the spaces provided. If it is an outside phone number, enter a **9**, or whatever digit, if any, that must be dialed first to indicate this is an outside call.

   To edit or delete an entry, type over the entry.
3. To save the entries, click Apply, or to reject the changes, click Cancel.
4. Press the key to the right of the Quick Dial label on the Deskset, as shown in Figure 331, to verify that the entries have been added or edited.

NOTE

Call Appearance mode only—If your system administrator has set up your phone to access the Call Queue, the Quick Dial key is replaced by the Call Queue key. See *"Answering Calls in the Call Queue" on page 72*. Quick Dial keys will not be available on your Deskset unless the system administrator enables the Quick Dial key again.

Voicemail Distribution

If you enable Voicemail Distribution, you can leave new messages or forward existing messages to groups that you create in the WebUI. This feature is disabled by default. If you enable this feature, there will be an additional step every time you press **MESSAGES** to access your Voicemail. See *"Accessing Your Messages" on page 145.*

To enable and disable Voicemail Distribution Lists:

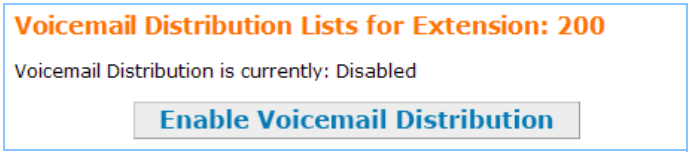

Voicemail Distribution Lists for Extension: 200
Voicemail Distribution is currently: Disabled
Enable Voicemail Distribution

Figure 332. Enable Voicemail Distribution Lists

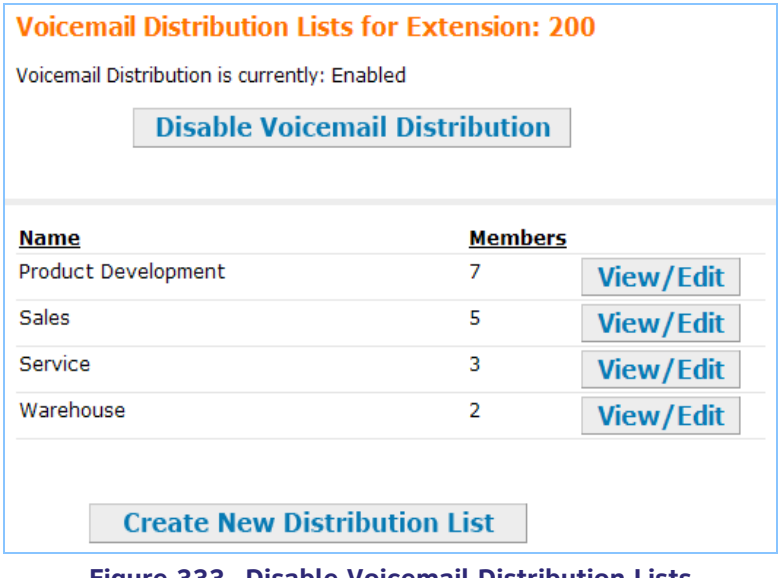


Figure 333. Disable Voicemail Distribution Lists

1. In the Navigation Menu at left, click **Voicemail Distribution** to display the screen shown in Figure 332 or Figure 333.
2. Click Enable Voicemail Distribution to enable or Disable Voicemail Distribution to disable Voicemail Distribution.

   If you have already enabled Voicemail Distribution and created one or more Voicemail Distribution lists, the existing lists appear, as shown in Figure 333.

To create a Voicemail Distribution List:

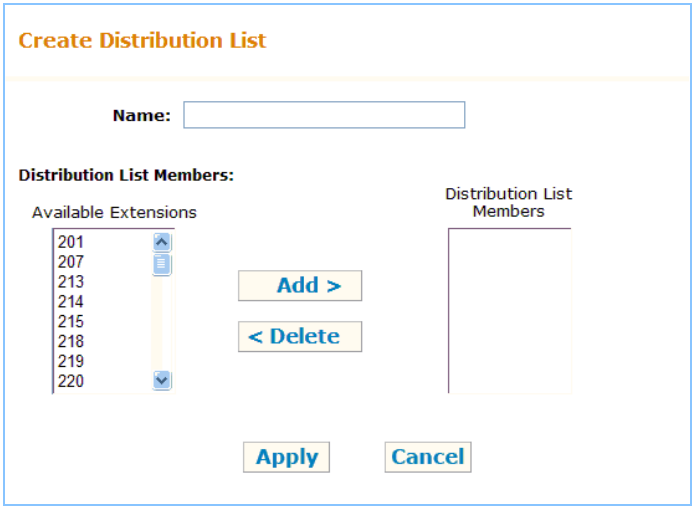


Figure 334. Create Distribution List

1. In the Navigation Menu at left, click **Voicemail Distribution** to display the screen shown in *Figure 333 on page 237*.
2. Click Create New Distribution List. The screen shown in Figure 334 appears.
3. Enter a **Name** for the Voicemail Distribution List.
4. Assign **Distribution List Members**.

   Select one or more extensions from the **Available Extensions** list and click Add >.

   OR

   Select one or more extensions to remove from the **Distribution List Members** list and click < Delete.

   NOTE: Analog telephones connected to the ATA are not included in the **Available Extensions** list.

5. Click Apply to save these settings when you are done or click Cancel to return to the previous screen without saving the changes.

To edit or delete a Voicemail Distribution List:

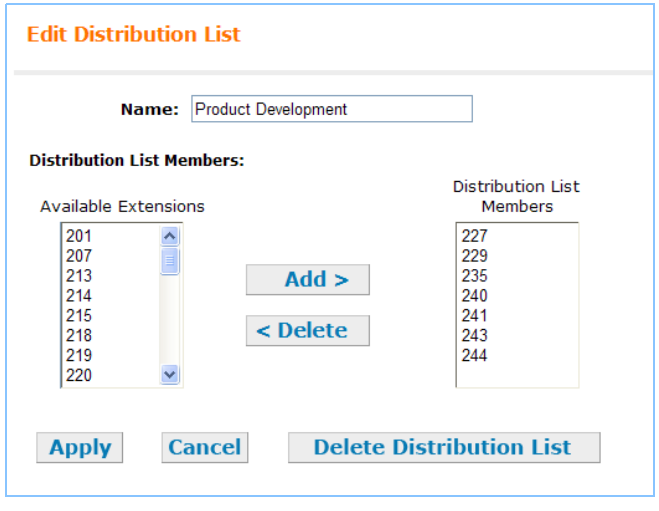


Figure 335. Edit Distribution List

1. In the Navigation Menu at left, click **Voicemail Distribution** to display the screen shown in *Figure 333 on page 237*.
2. Click View/Edit for the Distribution List you want to edit. The screen shown in Figure 335 appears.
3. Edit the Distribution List **Name** as needed.
4. Assign **Distribution List Members**.

   Select one or more extensions from the **Available Extensions** list and click Add > .

   OR

   Select one or more extensions from the **Distribution List Members** list and click < Delete .
5. Optional: Click Delete Distribution List to delete this Distribution List.
6. Click Apply to save these settings or click Cancel to return to the previous screen without saving the changes.

Help

To access WebUI Help:

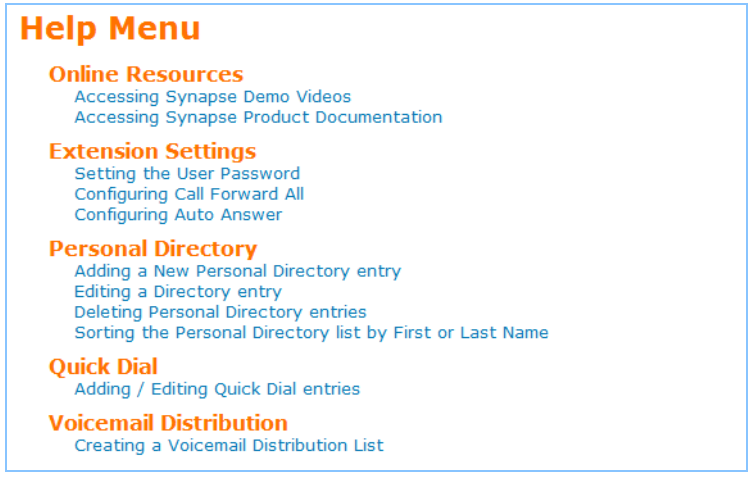


Figure 336. WebUI Help

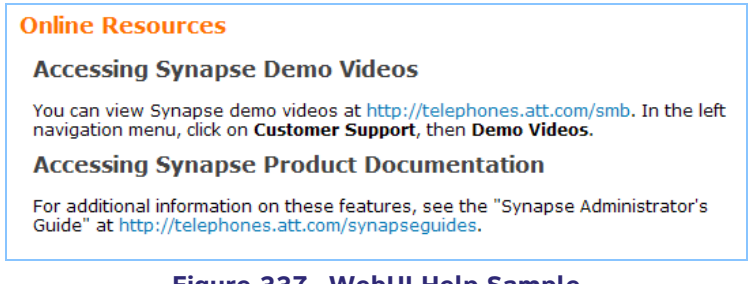

Online Resources
Accessing Synapse Demo Videos
You can view Synapse demo videos at http://telephones.att.com/smb. In the left navigation menu, click on Customer Support, then Demo Videos.
Accessing Synapse Product Documentation
For additional information on these features, see the "Synapse Administrator's Guide" at http://telephones.att.com/synapseguides.

Figure 337. WebUI Help Sample

1. In the Navigation Menu at left, click **Help**.

   A PDF Help file opens. The screen shown in Figure 336 appears.

2. To view a topic, click the link for that topic. The page for that topic appears, as illustrated in Figure 337.

CHAPTER
12
TROUBLESHOOTING

If you have difficulty operating your system, try the following suggestions in this section:

- *"Common Troubleshooting Procedures" on page 242*
- *"Display Messages" on page 244*
- *"WebUI" on page 260*
- *"PC/Deskset Interaction" on page 261*
- *"Calls Generally" on page 246*
- *"Incoming Calls" on page 250*
- *"Outgoing Calls" on page 252*
- *"Voicemail" on page 255*
- *"Other Deskset Features" on page 257*
- *"SB67040 Cordless Handset" on page 262*
- *"TL7600 Cordless Headset" on page 269*

NOTE For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.

Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

Resolving General Functional Issues.

To resolve a blank screen or device that does not work at all:
■ Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. ■ Verify that the AC power outlet has power. Try plugging in some other AC device. If nothing works, contact an electrician or use another power outlet. ■ Verify that the DC plug is plugged into the power jack on the device. ■ The system devices are not immediately active when powered up and after a power interruption. Allow at least 30 seconds for the device to boot up.

To resolve a sluggish, unresponsive, or unusually behaving device:
Reset the device by pressing the **RESET** button on the back of the Deskset for less than five seconds or by removing and restoring AC power.
CAUTION *Pressing the* **RESET** *button for more than five seconds will erase all data and settings.*

To restore a Deskset to factory defaults:
To restore a Deskset to factory defaults, insert a pen or paper clip into the hole on the back of the Deskset and press the **RESET** button for more than five seconds.

To resolve problems with a cordless device:

For features or audio problems, make sure that the Deskset associated with the cordless device does not share the problem. If it does, look in Deskset Troubleshooting. See *"Other Deskset Features" on page 257*.

1. Verify that the device battery has power.
   - When removed from the charger, the Handset screen is lit for about 30 seconds.
   - When removed from the charger, the Headset emits a dial tone or three beeps when you press **ON**/OFF.

   If there is no power, see the Handset or Headset installation sections of the Synapse Installation Guide at **www.telephones.att.com/synapseguides**
2. Verify that the Deskset **Cordless Settings** screen indicates that the device is registered.
   - Press **MENU** –> **2** –> **6**.
   - If the Handset is not registered, register it:
     a. Place the Handset in the charger.
     b. Register the Handset at the Deskset. Press **MENU** –> **2** –> **6** –> **1** –> Register.
   - If the Headset is not registered, register it:
     a. Place the Headset in the charger.
     b. Register the Headset at the Deskset. Press **MENU** –> **2** –> **6** –> **2** –> Register (Call Appearance mode), or **MENU** –> **2** –> **3** –> **2** –> Register (Line Appearance mode).

Display Messages

Symptom	Probable Cause	Corrective Action Display Messages
The screen is blank or the Deskset menu does not work.	There may be no power or the Deskset may need to be reset.	■ See *"To resolve a blank screen or device that does not work at all:" on page 242*. ■ Reset the Deskset to factory defaults. Insert a pen or paper clip into the reset hole and press for more than five seconds.
The screen displays **Joining Site...** for more than one minute.	The Gateway is failing to synchronize with a Deskset configured for a different system configuration.	■ Always disconnect the LAN cable before restoring factory defaults (by pressing the **RESET** button more than five seconds).
The screen displays **Network Down**.	The Ethernet cable is unplugged.	■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the device and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port is green. If it is not, unplug the cable and plug it in again.
	There may be a problem with the office network.	■ Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator.

Symptom	Probable Cause	Corrective Action	Display Messages
The screen displays **Synch Failed**.	The device synch failed when trying to connect to the system.	■ Reset the device. Insert a pen or paper clip into the reset hole and press for more than five seconds.	
	The maximum number of that type of device has been reached.	■ A device must be removed from the network and deleted from the system before another device can be added.	
	The same Deskset extension number already exists.	■ Reset the Deskset to factory defaults without the network cable connected. Use a paper clip to press and hold the reset switch for more than five seconds.	
	The device software version is different than the rest of the system.	■ Ask your system administrator to update all devices to the current software version.	
The device screen displays **Synchronizing...**.	Not enough time has elapsed.	■ The device may display **Synchronizing...** for a few seconds. This is normal and does not indicate a problem.	
Deskset cannot make or receive phone calls and the Deskset screen displays **Synchronizing...**.	The Deskset may have an incompatible software version.	■ Ask your system administrator to update your Deskset to the current software version.	

Calls Generally

Symptom	Probable Cause	Corrective Action Calls Generally
Calls are dropped.	Restoring Deskset settings or updating software while that extension is in use will cause all calls to be dropped.	■ Your system administrator should avoid updating software or restoring Deskset settings when you are likely to be using the phone.
	The network is down.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled and that the other end is plugged into your office LAN.
	The Deskset extension was changed during the call.	■ Contact your system administrator. If changes were made to your extension while you were on a call, that call is dropped.
Deskset cannot make or receive phone calls	Putting the T1 Gateway into loopback test mode prevents phone calls from occurring.	■ Do not run loopback tests while the T1 trunk is in use.
	Your Deskset is not synchronized.	■ Press **MENU** –> **4** to verify that the **Deskset Status** is **Synchronized**. See *"Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing...." on page 245*.
	Your Deskset is not connected to the LAN.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN.
On outside calls, you hear an excessive echo at the Deskset.	The automatic PSTN Gateway line calibration did not run properly.	■ See your system administrator. There may be non-system equipment connected in parallel to the telephone line.

Symptom	Probable Cause	Corrective Action	Calls Generally
You cannot retrieve parked calls.	The first digit of an extension number matches the first digit of parked calls.	■ Your system administrator may have to correct your Dial Plan settings. Do not have extension numbers whose first digits match the park extension prefix.	
You hear static, sudden silences, gaps in speech, or garbled speech.	You may be experiencing network problems.	■ Your LAN administrator should ensure the following minimum guidelines are met: • A switched network topology is recommended (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s). • The office network infrastructure should use Cat5 wiring. ■ Do not connect a network server PC to the PC port on the Deskset. ■ Make sure the network cable is solidly plugged in. If you tug on the cable, the plug should remain inserted.	
A call is forwarded or transferred to an outside telephone number and the call is disconnected.	Telephone line to telephone line call times have been restricted. Calls that are forwarded or transferred to an outside phone number use two PSTN lines or voice channels for the duration of the call. To avoid tying up two outside lines, these calls are on a timer.	■ Ask your system administrator to reset the **Timer for Forwarded and Transferred Outside Calls**.	

Symptom	Probable Cause	Corrective Action	Calls Generally
You are unable to transfer a call to an extension.	The extension is unavailable.	■ Check if the destination extension is disconnected from the network. ■ Ensure that the extension exists. ■ All the destination extension's lines may be busy. ■ If the party you have on hold hangs up, call back and start the transfer process again.	
Your Deskset does not automatically forward a call to another extension.	**Call Appearance mode only—**The Call Forward All settings are incorrect.	■ Check that Call Forward All is on (FWD ON should appear in the top right corner of the screen while in Idle mode). ■ Ensure that a valid extension number has been entered as a destination extension. ■ Confirm that the Call Forward All **Target** is set to ◀ Ext ▶.	
You are unable to transfer a call to an outside phone number.	**Call Appearance mode only—**Transferring to an outside phone number has been disabled, or no lines are available.	■ Check that your system administrator has enabled transferring to an outside phone number. ■ Ensure that a valid outside number is shown in the **to Phone #** field. You do not need to enter a **9** (or whatever digit, if any, that must be dialed first for an outside call). ■ Ensure that the Gateway is connected to the network. ■ All phone lines may be in use. If so, try again later.	

Symptom	Probable Cause	Corrective Action	Calls Generally
Deskset does not automatically forward a call to an outside phone number.	Forwarding to an outside phone number has been disabled or Call Forward All or the Call Forward–No Answer settings are incorrect.	■ **Call Appearance mode only—**Check that Call Forward All is on. FWD ON should appear in the top right corner of the screen while in Idle mode. Press CallFwd to turn this feature on. ■ **Call Appearance mode only—**Ensure that a valid outside number is shown in the **to Phone #** field. You do not need to enter a **9** (or whatever digit, if any, that must be dialed first for an outside call). ■ **Call Appearance mode only—**Confirm that the **Call Forward All** Target is set to ◀Phone#▶. On the Deskset, press **MENU** –> **2** –> **2**. ■ Check that forwarding to an outside phone number has been enabled. Your system administrator must enable **Call Fwd/Transfer to line** in the Admin Settings.	
You are unable to manually forward a call to Voicemail.	**Call Appearance mode only—**You cannot foward incoming Ring Group calls and incoming Call Queue calls to Voicemail.	■ Nothing. The system administrator can designate a Deskset as a forwarding destination if the Ring Group call is unanswered. If that Deskset does not answer the forwarded call, the call will be forwarded again according to that Deskset's settings.	

Incoming Calls

Symptom	Probable Cause	Corrective Action
Your Deskset does not receive incoming calls.	Incoming call notifications have been suppressed or delayed, or incoming calls are redirected by the Deskset, or incoming calls are not directed to the Deskset.	■ Verify that Do Not Disturb is off. Make sure that **DND** is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ Verify that Call Forward All is off. Make sure that FWD ON is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ Incoming calls may be directed to a Ring Group or Call Queue that you are not part of. Calls may also be redirected via DID numbers and Trunk Routing.
	The ringer volume is too low or a ring delay is set.	■ Press the **VOL+** key to increase ringer volume. ■ Verify that the Audible Ring Delay is off. Press **MENU** –> **1** –> **2** at a Deskset to adjust the ring delay.
You receive only caller ID numbers, not caller ID names.	Your T1 telephone service provider may use DMS-100 or 5ESS signalling protocols, which do not support caller ID name delivery.	■ Talk to the service provider about obtaining PRI-NI2 signaling.
Call Appearance mode only—Outside caller cannot find your extension in the Auto Attendant Directory.	You have not recorded a Personal Name.	■ Record a name at the Deskset. Press **MENU** –> **2** –> **5** to record a Personal Name to be played to callers.
	Your system administrator has not entered your first and last name into the Extension List.	■ Consult your system administrator.

Symptom	Probable Cause	Corrective Action	Incoming Calls
	The outside caller may not be waiting long enough for the search.	■ Tell callers that after spelling the name, they can press the pound (#) sign to start the search.	
Call Appearance mode only—Call does not Auto Answer.	The Deskset is set to Call Forward All.	■ Deactivate Call Forward All. On the Idle screen, press CallFwd.	
	The Deskset is in DND mode.	■ Deactivate DND. On the Idle screen, press DND.	
	Your Auto Answer delay is greater than your Call-Forward – No Answer delay.	■ Adjust the Auto Answer delay. On the Deskset, press **MENU** –> **2** –> **3**.	
	Ring Group calls cannot be automatically answered.	■ If your location has a T1 Gateway and DID numbers, ask your system administrator to assign a DID number to your extension and ask people whose calls you want auto answered to dial your DID number.	
Caller ID is not working. The display shows ◀Phone#▶ and a digit for the name, and the same digit for the phone number.	Your organization does not subscribe to caller ID service or you have DSL phone lines without filters installed.	■ Caller ID is a subscription service. You must subscribe to this service from your local telephone service provider for this feature to work on your phone. ■ The caller must be calling from an area that supports caller ID. ■ Both you and your caller's telephone companies must use caller ID compatible equipment. ■ If you have DSL phone lines, confirm that you have a DSL filter plugged in between each Deskset and DSL wall jack. The DSL filter must be plugged into the wall jack, not the Gateway.	

Outgoing Calls

Symptom	Probable Cause	Corrective Action Outgoing Calls
No dial tone.	Handset cord is plugged into the wrong jack.	■ Ensure the handset cord is plugged into the handset jack on the side of the Deskset. Do not connect the handset cord to the corded headset jack on the back of the Deskset.
When you dial an outside number, you reach an extension instead.	The extension prefix matches the first digit of the outside phone number you tried to dial, and you don't have to dial a digit before dialing outside phone numbers.	■ Consult your system administrator.
You cannot make calls to an outside number.	An outside phone number cannot be accessed through the Gateway.	■ Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**. ■ If you see **All Phone Lines Busy** on the Deskset screen, try again later because all outside lines may be in use. ■ Ensure that a Gateway is connected to the network and that it resides on the same subnet as the Deskset.
	Call Appearance mode only—Your extension has a trunk reservation for outgoing calls, and all lines and channels are being used for active or incoming calls, or are reserved for other extensions.	■ Wait for a channel or line to become available. ■ The system administrator can either remove the reservations from some trunks or contact the service provider to add more analog telephone lines or T1 channels.

Symptom	Probable Cause	Corrective Action	Outgoing Calls
You cannot make international long distance calls.	**Call Appearance mode only—**If no trunk prefix (digit entered before dialing outside calls) is set, phone numbers, including international or country codes, that start with 0 (zero) will go to the Synapse system operator.	■ Consult your system administrator.	
You cannot access phone company services like 411.	**Call Appearance mode only—**If the **PSTN Trunk Prefix** is set to **none** and any x11 extensions already exist (such as 411, or 611), then the extensions take precedence. In other words, dialing 411 calls extension 411, not the 411 directory service. 911 cannot be assigned as an extension number.	■ Consult your system administrator. ■ Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**.	
Call Appearance mode only—The PSTN Trunk reservation is not being honored.	An incoming call may be using that line. Parking calls and forwarding calls on a reserved trunk does not free up the trunk.	■ Consult your system administrator about setting up Trunk Routing to reserve the incoming path to the "special" extension. ■ A Forwarded call must end before the reserved trunk is available.	

Symptom	Probable Cause	Corrective Action	Outgoing Calls
DDNs (Directory Dial Numbers) do not dial out properly from the Call Log.	This system does not support DDN.	■ DDNs in the Call Log are treated like all other caller ID phone numbers.	

Voicemail

Symptom	Probable Cause	Corrective Action Voicemail
Voicemail is not received at the extension you called.	Target extension Voicemail is full.	■ Delete messages.
	Extension is unplugged.	■ Plug in the extension.
	Distribution List error.	■ Verify the Distribution List. Log in to the WebUI, then click **Voicemail Distribution**.
Your Deskset does not receive Voicemail.	Calls are not being directed to Voicemail, or the Voicemail memory is full.	■ **Call Appearance mode only—**Verify that Call Forward All is off or is targeted to Voicemail. • Press CallFwd to turn this feature off. FWD ON will not be in the top right corner of the Deskset display. • To set the Call Forward All target, log in to the WebUI. On the **Basic Settings** screen, set the **Target Type** to **Voicemail**. Then click Apply. ■ Ask the system administrator to check the Call Forward – No Answer setting. Calls may be forwarding to another phone number instead of Voicemail. ■ Check your available Voicemail memory. You may need to delete some messages to create space.
Call Appearance mode only—Number of new messages or all messages does not match on Cordless Handset and Deskset.	Cordless Handsets registered to Desksets that have access to Group Mailboxes do not recognize the messages in the Group Mailboxes.	■ None. The optional Cordless Handsets do not have access to Group Mailboxes. Therefore, Group Mailbox messages do not appear on the Handset.

Symptom	Probable Cause	Corrective Action Voicemail
Incomplete Voicemail messages.	Recording interrupted by time-out or full memory.	■ If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes. ■ If the caller pauses for longer than six seconds, the Deskset stops recording and disconnects the call. ■ If the Deskset's memory becomes full during a message, the Deskset stops recording and disconnects the call. ■ If the caller's voice is very soft, the Deskset may stop recording and disconnect the call.
Unable to find a message in a Group Mailbox.	Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.
The number of new messages in a Group Mailbox changed spontaneously.	Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.
The system does not respond to remote Voicemail commands.	The system cannot detect Dual-Tone Multi-Frequency (DTMF) tones, which are the signals sent when the caller presses dial-pad keys.	■ Confirm you have entered star, star (**) before entering your remote access code (user password). If you have no password, press star, star (**), then pound (#). ■ Confirm you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system. ■ The answering system might not detect the star, star (**) while your announcement is playing. Try waiting until the announcement is over before entering the code. ■ There may be interference on the phone line you are using. Press the dial-pad keys firmly.

Other Deskset Features

Symptom	Probable Cause	Corrective Action	Other Deskset Features
Other Desksets do not appear in the extension list.	The Deskset is not connected to the same subnet as the other Desksets.	■ Verify that the first two sections of the IP address (the portion before the second "dot") match the IP addresses of the other Desksets or that the subnets are set up to communicate with each other. Press **MENU** –> **4** at a Deskset to find the IP address. ■ If the other Desksets have been assigned static IP addresses, you may have to assign your Deskset a static IP address to match the other Desksets.	
You are unable to record a greeting.	**Call Appearance mode only—**The selected Deskset is set up to forward all calls.	■ Select a different Deskset on which to record the greeting. ■ Disable the call forwarding on the selected Deskset. Press CallFwd.	
There is no DistrList key so you cannot forward messages to a Distribution list.	The DistrList key is not present unless the Distribution List feature is enabled and you have created at least one Distribution List.	■ Log into the WebUI and click **Voicemail Distribution**. Enable Voicemail Distribution, and create one or more Distribution Lists.	
Your Deskset soft keys have changed.	The highlight bar has moved to another line on the screen.	■ None. The soft keys reflect the call state and Deskset functions. They change depending on which line is highlighted. For example, there may be a held call, an active call, or an incoming call on the screen. To view the soft keys for that call, move the highlight bar by pressing the △ or ▽ navigation key.	

Symptom	Probable Cause	Corrective Action	Other Deskset Features
You are unable to add an entry to Quick-Dial list.	If you have an SB67030 Deskset, the Quick-Dial list is full — there are six entries available.	■ Edit Quick-Dial entries on the Deskset to write over an existing entry: a. Press the button to the right of Quick Dial. b. Press EditList to add or edit a Quick-Dial entry. ■ Edit Quick-Dial entries on the WebUI to write over an existing entry: a. Log in to the WebUI and click **Quick Dial Keys**. b. Edit the Quick-Dial entries. c. Click Apply.	
	Your SB67030 Deskset has been configured for Call Queue. The Quick-Dial key and Quick-Dial list are unavailable.	■ See your system administrator if you need to use Quick Dial instead of Call Queue.	
	If you have an SB67020 Deskset, the system administrator must configure one or more Programmable Feature Keys as Quick Dial keys before they can be used.	■ Ask the system administrator to configure one or more Quick-Dial keys for your Deskset.	

Symptom	Probable Cause	Corrective Action	Other Deskset Features
You are unable to locate the Cordless Handset from the Deskset.	The Cordless Handset's battery is dead.	■ Charge the Cordless Handset battery.	
	The Cordless Handset is out of range or not registered.	■ If LocateHS does not appear on the Deskset Idle screen, then the Cordless Handset is not registered. Register the Handset at the Deskset. Press **MENU** –> **2** –> **6** –> **1** –> Register.	
	You deregistered the Cordless Handset on the Handset, but the Deskset still indicates it is registered.	■ Deregister the Cordless Handset on the Deskset. On the Deskset, press **MENU** –> **2** –> **6**. If the Handset is registered, the screen indicates **1. Handset (Registered)**. Press **1 –>** DeReg to deregister the Handset.	
Call Appearance mode only—You cannot make or receive phone calls on the T1 channels.	Incoming or outgoing calls using the T1 trunk are attempted before the SYN/ACT LED is **GREEN**.	■ Press the **RESET** button on the front panel of the T1 Gateway for less than 5 seconds. ■ Wait for the SYNC LED to turn **GREEN** before making or receiving any T1 calls or receiving calls on the T1 Gateway.	

WebUI

Symptom	Probable Cause	Corrective Action	WebUI
Unable to access the WebUI Log-in page from my computer.	The computer is not connected to the same subnet (network) as the Deskset, and the subnets are not set up to communicate.	■ Verify the IP address. You must correctly enter the IP address of your Deskset into your Internet browser's address bar. At the Deskset, press **MENU** –> **4** to see the **IP address** displayed in the third line of the information. ■ Ensure that there is an Ethernet cable attached to Network port on the Deskset and to the LAN. If a PC at the same workstation is sharing the LAN connection, attach an Ethernet cable to your computer's Ethernet port and to the PC port on the back of the Deskset. ■ Confirm that your computer and your Deskset are on the same subnet so that they can talk to each other. Check that the first three sections of each IP address are the same. If they are not, they may not be connected to the same subnet. Contact the installer; the subnets may not be set up to communicate.	
Changes made in the WebUI are not saved.	Apply must be clicked on each screen to confirm the changes.	■ Click Apply on each screen to confirm the changes.	

PC/Deskset Interaction

Symptom	Probable Cause	Corrective Action PC/Deskset Interaction
Internet connection or access to the local network on your computer does not work after installing the Deskset.	The Ethernet cords are not installed correctly.	■ Check that the Ethernet cord from the computer is plugged into the Deskset port labeled PC. A second Ethernet cord should be plugged into the Ethernet port on the Deskset marked with the other end plugged into your LAN.
Your PC is slower after connecting it to the LAN through the Deskset.	A computer connected through the Deskset will be limited to 100 Mbits/s.	■ Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth.
Your PC, which is connected to the LAN through the Deskset, briefly loses its network connection.	For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset restarts (possibly due to a software upgrade) the connection to the LAN is temporarily lost.	■ If the PC is connected to the LAN through the Deskset, your system administrator should avoid updating software or restoring Deskset settings when you are using the workstation. ■ If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into a UPS. ■ Use separate Ethernet connections for the Deskset and the computer.

SB67040 Cordless Handset

Symptom	Probable Cause	Corrective Action Cordless Handset
Handset does not work at all (LCD is black).	There is no power to the device.	■ Confirm the battery is installed and charged correctly. ■ Place the Handset into the charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch. The Charge LED on the charger should light and the Handset display should indicate that the Handset is charging. ■ Verify that the charger's AC power outlet has power, such as plugging in some other AC device. If nothing works, contact an electrician or use another power outlet. ■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery before the low battery icon appears.
Extension number does not match the Deskset.	The Handset has been registered to another Deskset.	1. Check the Deskset to see if a Handset has been registered. If so, deregister it. On the Deskset, press **MENU** –> **2** –> **6**. If the Handset is registered, the screen indicates **1. Handset (Registered)**. Press **1** –> DeReg to deregister the Handset. 2. Deregister your Handset. On the Handset, press **OPTIONS** –> **5** –> **4**. 3. Start the registration process again. Register the Handset at the Deskset. Press **MENU** –> **2** –> **6** –> **1** –> Register.

Symptom	Probable Cause	Corrective Action Cordless Handset
Unable to create new Directory or Quick-Dial entry.	This feature is not supported on the Handset.	■ Although you can access the Directory or Quick Dial on the Handset, you can create, delete, or edit entries only on the Deskset or WebUI.
Handset registration is not working.	The Handset and the Deskset are not communicating with each other.	■ Confirm you have placed the Handset in the charger and check that the screen on the Handset turns on before you press the Register soft key on the Deskset. ■ If registration does not start, try lifting the Handset out of the charger for a few seconds before placing it back. ■ The Handset may indicate that it is registered but the Deskset indicates that it is not registered. • Deregister the Handset at the Handset. Press **OPTIONS** –> **5** –> **4**. • Register the Handset at the Deskset. Press **MENU** –> **2** –> **6** –> **1** –> Register.
	The Synapse system is in Line Appearance mode.	■ None. Because the Handset does not operate in Line Appearance mode, it deregisters from the Deskset.
Unable to make outside calls.	The Deskset cannot make outside calls.	■ Ensure that the Deskset can make outside calls. For more information, see *"Outgoing Calls" on page 252*.
	The Handset cannot communicate with the Deskset.	■ Confirm that your Handset is registered to your Deskset. On the Handset, press **OPTIONS** –> **5** –> **5** and check that the bottom line reads **Registered: YES**. ■ You might be out of range of the Deskset; try moving closer. If you see the Idle screen, then the Handset is successfully communicating with the Deskset.

Symptom	Probable Cause	Corrective Action Cordless Handset
Handset does not receive incoming calls.	The Deskset cannot receive outside calls.	■ Ensure that the Deskset can make outside calls. For more information, see *"Outgoing Calls" on page 252*.
	The incoming call notifications have been suppressed.	■ Verify that Do Not Disturb is off. Make sure that **DND** is not in the top right corner of the Handset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ Verify that Call Forward All is off. Make sure that **CFWD** is not in the top right corner of the Handset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ If the Handset does not ring for an incoming call, press ◂ **Volume** ▸ on the side of the Handset to increase ringer volume.
	Incoming call notifications do not reach the Handset.	■ Confirm that your Handset is registered to the Deskset. At the Deskset, press **MENU** –> **2** –> **6**. If the Handset is registered, the screen displays **1. Handset (Registered)**. ■ At the Handset, verify that the Handset is registered. Press **OPTIONS** –> **5** –> **5** and check that the screen displays **Registered: YES**. ■ Verify that the extension numbers are the same on both the Deskset and Handset Idle appears. If they do not match, the Handset is registered to another Deskset. ■ You might be out of range of the Deskset; move closer.

Symptom	Probable Cause	Corrective Action Cordless Handset
Unable to locate Handset using LocateHS on the Deskset.	The Handset is not registered.	■ If the LocateHS soft key does not appear on the Deskset, then the Handset is not registered. On the Deskset, press **MENU** –> **2** –> **6** –> **1** –> Register.
	The Handset battery is dead.	■ Place the Handset into the charger.
	The Handset is out of range.	■ Move the Handset closer to the Deskset.
Handset shows screen telling you to register it, but Deskset screen says that the Cordless Handset is registered.	Sometimes, when you deregister a Cordless Handset from the Deskset, the Deskset does not reflect the Cordless Handset's new, unregistered status.	■ Deregister the Handset, then reregister the handset. a. On the Deskset, press **MENU** –> **2** –> **6** –> **1** –> DeReg. b. On the Deskset, press **MENU** –> **2** –> **6** –> **1** –> Register.
Handset displays **Deskset in Use** when trying to place a call.	Either the Deskset or its registered Handset can be on a call, but not both.	■ Hang up the call at the Deskset. ■ Move the current call to the Handset: • Press **PHONE** on the Handset. The Handset asks if you wish to switch the current active call from the Deskset to the Handset. • Press SWITCH on the Handset to move the call to the Handset.

Symptom	Probable Cause	Corrective Action Cordless Handset
Handset continuously displays **Searching for Deskset...**.	The Handset is out of range or not registered.	■ Verify that the Deskset is powered and fully functional. If the Deskset has no AC power, the Handset will not work. ■ The Handset may be out of range of the Deskset; move closer. ■ The Handset may have been deregistered when the Deskset was upgraded or reset. Deregister the Handset at the Handset; then, at the Deskset, register the Handset again: a. On the Handset, press **OPTIONS** –> **5** –> **4**. b. On the Deskset, press **MENU** –> **2** –> **6** –> **1** –> Register.
Caller ID is not working.	Your organization does not subscribe to this service.	■ Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your phone. ■ The caller must be calling from an area that supports caller ID. ■ Both you and your caller's telephone companies must use caller ID compatible equipment.
	You have DSL phone lines without filters installed.	■ If you have DSL phone lines, make sure you have a DSL filter plugged in between each DSL line and the wall jack. The DSL filter must be plugged into the wall jack, not the Gateway.

Symptom	Probable Cause	Corrective Action Cordless Handset
Calls dropped.	Restoring Deskset settings while that extension is in use causes all calls to be dropped.	■ Update software and restore Deskset settings only in Idle mode with no calls pending.
	Cordless Handset lost link with the Deskset.	■ Verify that your Cordless Handset battery is charged and that it is within range of the Deskset. ■ Update software and restore Deskset settings only in Idle mode with no calls pending.
	The network is down.	■ Verify that your office network is active and that your Deskset has power. ■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled and that the other end is plugged into your office LAN.
	The telephone line was disconnected while on an outside call.	■ Ask the system administrator to check the connections between the Gateways and the telephone service.
Unable to find a way to turn on Do Not Disturb or Call Forward All.	These functions can only be enabled on the Deskset.	■ To activate Do Not Disturb (DND) or Call Forward All, press DND or CallFwd on the Deskset while in Idle mode.

Symptom	Probable Cause	Corrective Action Cordless Handset
Poor audio quality. Speech is cutting out.	The Handset is almost out of range or is experiencing interference.	■ You may be close to being out of range. Try moving closer to the Deskset. ■ Other electronic products can cause interference with your Handset. Try installing the Deskset far away from devices such as televisions, microwaves, or other cordless devices, including other Handsets.
	The Deskset audio is poor.	■ Check audio quality on the Deskset. If a problem exists, contact your system administrator.
Your Handset does not receive a company-wide page.	This feature is not supported on the Handset.	■ None. The Handset can send a page but not receive one. The page is transmitted to all Desksets in the network.
Unable to forward a Voicemail to another extension.	Voicemail forwarding using the Handset is not supported for systems that have been configured to use four-digit extension numbers.	■ None. You cannot forward messages to four-digit extension numbers from the cordless Handset. You can enter only three-digit extensions using the Handset dial pad. Selecting a four-digit extension from the Extension list returns you to the Message Forward screen.
Unable to Forward Voicemail to a Group Mailbox or Distribution List.	This feature is not supported on the Handset.	■ None.

TL7600 Cordless Headset

Symptom	Probable Cause	Corrective Action Cordless Headset
The TL7600 Headset not responding.	The Headset has lost connection to the Deskset.	1. Disconnect the Cordless Headset battery. 2. Wait three minutes. 3. Install the battery again and place the Cordless Headset into the charger. 4. Wait for the **ON/OFF** light on the Headset to display a blue light, indicating that the Headset was able to reestablish its connection with the Deskset. Allow up to one minute for this to take place.
The light on the TL7600 Headset flashes orange and blue; the Headset does not work.	The Headset is not registered.	■ Register the Headset at the Deskset. On the Deskset, press **MENU** –> **2** –> **6** –> **2** –> Register (Call Appearance mode) or **MENU** –> **2** –> **3** –> **2** –> Register (Line Appearance mode). ■ Once the Headset is registered, the Headset light is blue when the Headset is placed in the charger.

Symptom	Probable Cause	Corrective Action Cordless Headset
The TL7600 Headset does not work at all.	The Headset is not getting power from its battery.	■ Verify that the battery is installed and charged correctly. ■ Place the Headset into the accessory charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch. The Headset LED will light to indicate that the Headset is charging. ■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery enough for the Headset to work even briefly. In this case, the **ON/OFF** LED will remain off and you will not be able to use the device. After 10 minutes of charging, remove the Headset from the charger and press **ON/OFF** on the Headset or **HEADSET** on the Deskset to turn on the Headset. ■ Replace the Headset battery.
The TL7600 Headset registration is not working.	The Headset and the Deskset are not communicating with each other.	■ Confirm that you have placed the Headset in the charger before you press Register on the Deskset. ■ If registration does not start, try lifting the Headset out of the charger for a few seconds before placing it back.
Poor audio quality. Speech is cutting out.	The Headset is almost out of range or is experiencing interference.	■ You may be close to being out of range. Try moving closer to the Deskset. ■ Other electronic products can cause interference with your Headset. Try installing the Deskset far away from devices such as televisions, microwaves, or other cordless devices. ■ If the problem persists, check audio quality on the Deskset and/or contact your system administrator.

Symptom	Probable Cause	Corrective Action — Cordless Headset
HEADSET key on Deskset does not work.	Headset is in the charger or powered down.	■ Confirm that the Headset is out of its charger before you press **HEADSET**. ■ Confirm that the Headset has sufficient power. If the Headset does not respond and the blue light does not blink, the battery may have no charge. Place the Headset in the charger for at least six hours.
MUTE key on the Deskset does not mute the Headset.	**MUTE** keys on Deskset and Headset operate separately.	■ None. Only the **MUTE** key on the Headset mutes calls. The **MUTE** key on the Deskset does not work with the Headset.
No dial tone.	Headset cannot communicate with Deskset.	■ Verify that the Deskset can make outside calls. For more information, see *"Outgoing Calls" on page 252* ■ You may be out of range of the Deskset; move closer. ■ At the Deskset, confirm that your Headset is registered to the Deskset. On the Deskset, press **MENU** –> **2** –> **6** (Call Appearance mode) or **MENU** –> **2** –> **3** (Line Appearance mode). If the Headset is registered, the screen indicates **2. Headset (Registered)**.
Batteries do not hold a charge.	Bad battery or bad battery connection.	■ Make sure that the Headset battery is installed and securely plugged into the connector. ■ Charge the battery for at least six hours. For optimum daily performance, return the Cordless Headset to the charger when not in use. ■ You may need a new battery. ■ Your Headset might be malfunctioning. Contact the headset manufacturer.

Symptom	Probable Cause	Corrective Action Cordless Headset
The Deskset shows no indication that the Headset is on a call.	The Headset is registered to another Deskset. If others are using Headsets in your vicinity, someone may have accidentally registered your Headset to their Deskset.	■ If nearby people have Headsets, they may have accidentally registered your Headset to one of their Desksets. a. Verify that a Headset is registered to your Deskset. On the Deskset, press **MENU** –> **2** –> **6** (Call Appearance mode) or **MENU** –> **2** –> **3** (Line Appearance mode). If the Headset is registered, the screen indicates **2. Headset (Registered)**. b. If a Headset is registered, it may not be yours. Deregister your Headset from the Deskset, and ask all users in the vicinity to deregister their Headsets. At a Deskset, press **MENU** –> **2** –> **6** –> **2** –> DeReg (Call Appearance mode) or **MENU** –> **2** –> **3** –> **2** –> DeReg (Line Appearance mode). c. Start the registration process again, but with one user at a time registering a Headset. At a Deskset, press **MENU** –> **2** –> **6** –> **2** –> Register (Call Appearance mode) or **MENU** –> **2** –> **3** –> **2** –> Register (Line Appearance mode).
A buzzing sound on my TL7600 Headset.	Noise interference.	■ Move the Headset at least 12 inches away from the Deskset. ■ Other electronic products can cause interference with your Cordless Headset. Try using your Headset as far away from these types of electronic devices as possible: television sets, microwaves, or other cordless telephones.

Symptom	Probable Cause	Corrective Action Cordless Headset
Unable to deregister TL7600 Headset.	The Deskset is unavailable (powered off, out of range, or removed from the system).	■ Deregister the Headset at the Headset. Press: **VOL+** –> **MUTE** –> **VOL–** –> **MUTE** –> **VOL+** –> **VOL–** –> **MUTE**.
	You cannot identify or locate the Deskset that the Headset is registered to.	■ If the Headset is registered to an unknown Deskset which has AC power, you must carry the Headset out of range of the Deskset and perform the Deregistration sequence described above. You will know when the Headset is out of range when you press **ON/OFF** and you hear three beeps and no dial tone.

Appendix A: Soft Keys

The Synapse Desksets and Cordless Handsets feature keys below the LCD screen. The bottom of the LCD displays the appropriate label for each key as the function of the key changes.

Deskset Soft Keys

Table 18 provides an alphabetical list of the labels that appear above the Deskset soft keys.

Table 18. Deskset Soft Key Functions

Function	Description	Function	Description
AddExt	Adds an extension destination when forwarding a Voicemail message.	DeReg	Deregisters Cordless Handset or Headset in registration menu.
Answer	Answers an incoming call.	Details	Shows more detail for a particular entry.
Back	Goes back to Idle; in HELP menus, goes back to previous page.	DistrList	Shows the Voicemail Distribution List.
		DND	Turns Do Not Disturb on and off.
Backspc	Backspace the cursor when entering data.	Drop	Drops a selected call during a three-way conference.
Call	Dials the selected entry.		
CallFwd	Turns Call Forward on or off.	Edit	Allows changes to previously entered information.
Cancel	Cancels action and returns user to previous mode.	EndConf	Ends conference.
Clear	Clears the active Call Screening indication ( ) from the Call Appearance screen.	EndPage	Ends paging to all extensions.
		Exit	Exits the current screen and returns to the previous menu.
ClerNew	Clears **NEW** indications from all messages.		
Conf	Initiates a conference call.	ExtList	Goes to the Extension list.
Confirm	Confirms that DND is on.	FwdMsg	Initiates Message Forward function.
DelAll	Deletes multiple records.	FwdVM	Forwards incoming call to Voicemail or other destination set by the administrator.
Delete	Deletes a record.		
DelExt	Removes an extension destination when forwarding a Voicemail message.	FirstNme LastNme	Switches between first and last name sort in the Directory and Extension lists.
DelMsg	Deletes the highlighted Voicemail message in the Message list.	HoldList	Goes to the Extension list.

Table 18. Deskset Soft Key Functions (Continued)

Function	Description	Function	Description
Ignore	Silences ringer during incoming call and either goes back to previous screen or goes to next incoming call.	No	Cancels proposed action.
Intro	Initiates recording of an introduction when forwarding a Voicemail message.	Page	Initiates a page.
Join?	Completes conference call setup.	Park	Parks a call.
◀ Jump	Jumps back eight seconds in playback mode.	ParkList	Accesses the Park list so you can review or pick up parked calls.
Jump ▶	Jumps forward eight seconds in playback mode.	Pause	Pauses message playback or inserts a two-second pause in a digit string.
List	Opens the sort options menu in the Directory.	Play	Plays highlighted message from Message list.
Listen	Allows you to listen to a Voicemail message in progress.	PlayAll	Plays all Voicemail messages.
Lv Msg	Allows the user to create a new message and send it to Desksets on a predefined Distribution List.	PlayMsg	Plays message from Call Log review.
LocateHS	Locates a registered Cordless Handset by playing a tone on the Handset.	Record	Records an audio clip using the Deskset microphone.
MB List	Goes to the Mailbox list.	Register	Registers Cordless Handset or Headset.
More 1/2 More 2/2	Moves to the next set of soft keys. If this key appears, there are more than four soft keys available. More 1/2 indicates page one of two.	Retrieve	Retrieves a parked call.
More 1/3 More 2/3 More 3/3	Moves to the next set of soft keys. If this key appears, there are more than eight soft keys available. More 1/3 indicates page one of three.	Save	Saves information entered.
MrkNew	Marks an old message as new.	Send	Forwards Voicemail message to selected extensions.
New	Creates a new entry.	Set?	Sets the selected option as the default choice.
		Stop	Stops recording, playback, or listening.
		Store	Stores number in the Personal list.
		Transfer	Initiates transfer of a call.
		Xfer?	Confirms transfer.
		Yes	Confirms proposed action.

Cordless Handset Soft Keys

Table 19 provides an alphabetical list of the labels that appear above the Cordless Handset soft keys.

Table 19. Cordless Handset Soft Keys

Key	Function	Key	Function
ANSWER	Answer an incoming call and place it in the Handset Call Deck. During an active call, the current call is placed on hold and the new call is answered (see *"Call Deck" on page 92*).	LIST	Access the four viewing options for the Directory: All, Personal list, System list, and Extension list.
BCKSPC	Backspace the cursor when entering data.	MSGs	Access Voicemail messages.
CANCEL	Terminate the current operation.	NO	Cancel proposed action in a Confirmation screen.
CID	Access the Call Log.	PAGE	Initiate an all-extension page.
CONF	Initiate a conference call.	PAUSE	Pause message playback or insert a two-second pause in digit string.
DELETE	Delete a Call Log or Redial entry.	PLAY	Play Voicemail message.
DROP	Drop a selected call during a three-way conference.	RECORD	Record an introductory message to be added to a forwarded message.
EXIT	Exit from the current screen and return to the previous mode.	SEND	Forward a message.
EXT_#s	Access the Extension list.	STOP	Stop recording.
IGNORE	Silence the incoming call and place it in the Handset Call Deck.	SWITCH	Transfer an active call from the Deskset to the Cordless Handset.
JOIN?	Complete the conference setup.	UNHOLD	Take a call off hold and return to active call.
		XFER	Begin the process of transferring a held or active call and then confirm transfer.
		YES	Confirm proposed action.

Appendix B: Technical Specifications

Table 20 lists the technical specifications for the SB67030 Deskset and SB67040 Cordless Handset.

Table 20. Technical Specifications

Feature	Specification
Frequency Control	Crystal controlled PLL synthesizer
Transmit Frequency	Deskset, Cordless Handset, Cordless Headset: 1921.536–1928.448 MHz
	Deskset: 1921.536–1928.448 MHz
Nominal Effective Range	Maximum power allowed by FCC (Federal Communications Commission) and IC (Industry Canada). Actual operating range might vary according to environmental conditions at the time of use.
Voice Channels	Deskset, Cordless Handset, Cordless Headset: 5
Size	Cordless Handset: 6.9" × 1.8" × 1.4" (H × W × D)
	Deskset: 8.2" × 8.9" × 6.5" (H × W × D)
Weight	Deskset: 59.96 oz. (1700 g) (including adapter)
	Cordless Handset: 7.05 oz. (200 g) (including battery)
Power Requirements	SB67030 Deskset: 5.1 V DC @ 1700 mA
	Cordless Handset, Cordless Headset chargers: 6 V DC @ 200 mA
	Cordless Handset: 2.4 V 550 mA Ni-MH battery
	Cordless Headset: 3.7 V 240 mAH battery
RJ-45 Ethernet Network Jack	(10Base-T/100Base-Tx) with auto MDI/MDIX switching
LAN Cable	Cat.-5 standard cable
Deskset Headset	Traditional corded handset jack type with 2-conductor wiring

Appendix C: Maintenance

Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment

Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship it.

Avoid Water

Your unit can be damaged if it gets wet. Do not use the equipment outdoors in the rain or handle it with wet hands. Do not install the equipment near a sink, bathtub, or shower.

Electrical Storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit

Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.

Appendix D: Important Safety Instructions

This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable surface.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product; take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table or cabinet outlet.

Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.

Appendix E: Limited Warranty

The AT&T brand is used under license. For customer service, repair, replacement, or warranty service, and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.

1. What does this Limited Warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This Limited Warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the Limited Warranty period ("materially defective PRODUCT")?

During the Limited Warranty period, the manufacturer's authorized service representative will repair or replace at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return the repaired or replacement PRODUCT to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the Limited Warranty period?

The Limited Warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this Limited Warranty, this Limited Warranty also applies to the repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you, or (b) the time remaining on the original one-year Limited Warranty, whichever is longer.

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, fire, water or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced or shipped for repair from the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 on next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair.

5. How do you get warranty service?

To obtain warranty service, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007.** In Canada, call **1 (888) 883-2474**.

NOTE

Before calling for service, please review the user manual. A check of the PRODUCT's controls and features may save you a service call. Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location.

The manufacturer will return any repaired or replaced PRODUCT under this limited warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

6. What must you return with the PRODUCT to get warranty service?

You must:

- Return the entire original package and contents, including the PRODUCT, to the service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T-branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use), are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to, lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

GLOSSARY

This glossary provides definitions that pertain to the Synapse telephone system.

10/100 Ethernet Port: An Ethernet port that supports two different speeds of Ethernet on the same port. The two speeds supported are 10Base-T and 100Base-TX.

10Base-T/100Base-TX: An Ethernet network operating at up to 100 megabits per second

active call: An established telephone call that is not on hold

analog: A continuously variable signal

analog phone: A non-Synapse telephone that plugs directly into a normal telephone wall plug or into the Synapse ATA FXS port

ATA (Analog Terminal Adapter): Allows the integration of non-Synapse analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox.

Auto Answer: You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you.

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers

Auto-MDIX (Automatic Medium-Dependent Interface Crossover): A computer networking technology that automatically detects the required cable connection type (straight-through or crossover) and configures the connection appropriately

Aux In: A 3.5 mm jack on the ATA that allows connection to a streaming audio source, such as a radio or MP3 music player. This jack is typically used to connect a music player for Music on Hold.

Aux Out: A 3.5 mm jack on the ATA that can be used to connect some single-zone overhead paging devices.

Available (☎): A screen icon that indicates that there is a Call Appearance key that is not busy with predialing, dialing, ringing, or an active or held call

BYPASS port: An RJ-11 jack on the PSTN Gateway that allows for communication during power outages. Plug an analog telephone into this jack.

Call Appearance: The five icons on the right side of the Deskset display and the keys and LEDs associated with those icons. The keys access active and held calls, and calls that are being dialed or predialed. The LEDs and icons indicate the state of each call or potential call.

Call Deck: When there is more than one active call on an optional Cordless Handset, each screen in the Call Deck represents and provides access to active and held calls, and calls that are being dialed or predialed. Display each screen by pressing the △ or ▽ Navigation key in Idle mode.

Call Forward All: Automatically forward calls before they ring. All calls are immediately forwarded to the specified destination.

Call Forward–No Answer: Automatically forward unanswered calls to Voicemail, an extension, or outside phone number

call screening: Listening to a Voicemail message while it is being recorded

Cat.-5 wiring: A twisted pair data cable commonly used in offices for computer communication

CO (Central Office): An office to which subscriber home and business lines are connected. The central office has switching equipment that can switch calls locally or to long-distance carrier phone offices.

CPT (Call Progress Tones): Audible tones sent from the telephone company central office to indicate the status of phone calls such as ringback and busy tones

CSU (Channel Service Unit): A line-bridging device that is part of the PSTN, that resides on the customer premises and is connected to Synapse, and is also used to perform loopback and other tests on T1 connections. This device is typically provided by the T1 phone service provider.

DECT (Digital Enhanced Cordless Telecommunication): A wireless telephone technology developed specifically for cordless telephones using frequencies between 1.8 and 1.9 Gigahertz. DECT communication is resistant to interference from other electronic equipment, has longer range, and improved battery life

default: The original product settings

deregister: To remove the association between a Deskset and a Cordless Handset or Cordless Headset

DHCP (Dynamic Host Configuration Protocol): A network protocol that automatically assigns computer IP addresses

dial pad: The **0** through **9**, *****, and **#** keys on the Deskset and Cordless Handset

direct dial: Allows callers to directly dial users' extension numbers after the Auto Attendant answers

Directory: A list of names and phone numbers

Display Names: The names that the system administrator enters to identify each extension number. The Auto Attendant uses these names to assist callers in forwarding calls.

DID: This feature allows outside caller to directly dial an extension, bypassing the Auto Attendant and the operator

DND (Do Not Disturb): A feature that suppresses audible ringing and incoming paging at the Deskset

DND ON (DND ON): An indicator in the top right corner of the Deskset display that illuminates when you turn on the Do Not Disturb feature

DNS (Domain Name System) server: A server that stores the Domain Name System records, such as address, name server, and mail exchanger records for a domain name and responds with answers to queries against its database

DSL (Digital Subscriber Line): High-speed Internet service through your telephone line. Telephone lines with DSL service require DSL filters to separate the telephone and data signals.

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as "touch-tone"

dynamic IP address: An IP address that is automatically assigned by the server

Emergency Bypass Port: The fifth SB67010 PSTN Gateway jack that can provide telephone operation during a power failure when used with an analog phone

ESD (Electrostatic Discharge): A sudden and momentary electric current that flows between two objects at different electrical potentials that may cause damage to electronic equipment

ESF (Extended Super Frame): A telecommunication standard for T1 framing that includes a cyclic redundancy check and a 4000 bit/s channel capacity for the data link channel

Ethernet: A type of computer networking technology that connects devices via Local Area Networks (LANs)

Extension Directory: A private list of names and phone numbers available to only a single extension (referred to as "Personal list" on the Deskset)

Extension list: A list of names and extension numbers for the Synapse system telephones

extension number: The three-digit or four-digit number representing each individual Deskset

factory default: The original product settings

FDL (Facility Data Link): A 4-kbps channel provided by the Extended Super Frame (ESF) T1 framing format that allows a service provider to check error statistics on customer premises equipment without interfering with the customer premises

flash memory: Reprogrammable system storage used for storing software upgrades

FWD ON (FWD ON): An indicator in the top right corner of the Deskset display that appears when the Call Forward feature has been turned on. This feature causes calls to that extension number to be automatically forwarded to another extension, outside phone number, or to Voicemail.

FXO (Foreign Exchange Office): The Gateway telephone signaling interface between the PSTN telephone lines and the LAN

FXS station port: A jack on the ATA for connecting non-Synapse analog telephone equipment to the Synapse system

G.711: A digital fax protocol

Gateway: A network device equipped for interfacing with another network that uses different protocols

greeting, preset: The voice message that plays to callers if the user has not recorded an outgoing message

grounding: An electrical ground connection that minimizes interference, reduces the risk of equipment damage due to lightning, eliminates electrostatic buildup, and helps protect people who service the equipment

Group Mailbox: Provide general delivery of Voicemail messages to a group within an organization. Only subscribers can access these Voicemail messages.

hard key: Any physical key on the Deskset, Cordless Handset or Gateway. Examples include **MENU** and **1** on the Deskset; **PHONE** and **1** on the Handset; and **SELECT** and **CANCEL** on the Gateway.

hard reset: An action that restores factory default settings

Hold announcement: A recorded message to play while calls are on hold. It can be combined with music on hold.

hub: A network hub or repeater hub is a device for connecting electronic devices, making them act as a single link

hunt group: A telephone company feature that allows calls to a busy phone number to roll over to the next available line or a Synapse system ring group feature where unanswered calls are forwarded to the next available extension in a predefined group of extensions

icon: A small picture in the display that presents status information

Idle: The mode of a device when it is not involved in call or call setup activity

inside call: A phone call placed from one of your Synapse system extensions to another extension

interference: Electrical signals close by that cause degraded audio performance for cordless devices

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN

ISDN (Integrated Services Digital Network): A set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.

IT Controller: Part of a computer network infrastructure that connects different parts of the network, so that different LANs and subnets can exchange information. Also known as a backbone network or a network backbone.

key beep: When enabled, pressing a key plays a tone

LAN (Local Area Network): A communications network that allows data devices to communicate with each other

LCD (Liquid Crystal Display): The screen that provides instructions and feedback

LED (Light Emitting Diode): A small light on a device that indicates status

link loss: Occurs when the connection between two RF devices fail, such as between the system Deskset and the optional Cordless Headset or Cordless Handset

link-local address: A local address used for network address creation when no external source of network addressing information is available

live dial: Dialing after the phone is off hook

MAC address (Media Access Control address): A unique identifier assigned to most network adapters or network interface cards that is required for registering your devices

main menu, Auto Attendant: The Auto Attendant messages and actions that are available to callers before the callers take additional actions

MDI/MDIX: (Medium-Dependent Interface Crossover): A computer networking technology

MoH (Music on Hold): Music or other audio that plays to an outside caller that has been placed on hold by a Synapse user

multi-zone paging: Paging through a multi-zone overhead paging system. The overhead loudspeakers are configured in multiple areas and transmit messages independently.

mute: Stop sending your voice to the other party during a phone call

navigation link: A phrase on a computer screen that, when clicked, produces a different screen

NTP (Network Time Protocol): An Internet standard protocol that assures time synchronization in a computer network

Network Termination Unit (NTU): A device that terminates a network access point

octet: Octets are used in Internet Protocol computer network addresses. These consist of a series of four octets, usually shown in decimal and separated by dots.

off hook: Indicates that you are on a phone call, have lifted the corded handset, or have pressed **SPEAKER** or **HEADSET** to answer a call or to prepare to place a call. You are off hook from the moment that you hear a dial tone to when you hang up a call.

OHP (overhead paging) system: An amplified public address system

on hook: Indicates that no corded handset, speakerphone, Cordless Handset, or corded or Cordless Headset is active

operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

outside call: A phone call between a phone not a part of your Synapse system and an extension within your Synapse system

overwrite: Replace existing information

P2P (Peer-to-Peer): A telecommunication system architecture in which some resources associated with a device are directly available to other similar system devices

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on

page caching: Most web browsers store recently obtained web site data on a local hard drive. The browser then only asks for data that has changed since the last download. Caching helps reduce the amount of traffic on the Internet.

paging zone: A set of extensions that can be paged as a group

park: A form of hold that allows held calls to be retrieved by any Deskset or Cordless Handset

Park list: The list of unretrieved parked calls

pass code: Another term for password

Personal list: A private list of names and phone numbers available to only a single extension (referred to as "Extension Directory" on the WebUI)

Pilot Number: Usually the company's main telephone number.

POTS (Plain Old Telephone Service): Basic telephone operation. The ability to make and receive phone calls.

predial: Enter digits before going off hook to place a call

PRI (Primary Rate Interface): A standardized telecommunications service level within the ISDN specification for carrying multiple voice and data transmissions between a telephone network and a user.

PSTN (Public Switched Telephone Network): The world's telephone network

Quick Dial: Provides two-touch dialing for frequently called phone numbers

quota: The maximum recording time for a Group Mailbox

reboot: Restart a device

Redial: Accesses the log of outgoing calls

RF (radio frequency): The communication channel for most Cordless Handsets and Cordless Headsets

ring group: Groups of extensions configured by the system administrator to all ring in a predetermined pattern within the group when calls come in for that group

router: An electronic device that connects two or more other electronic devices to each other, allowing them to communicate

scroll: Causes the screen display to move up, down, or across the screen

single-zone paging: Paging to a single set of overhead loudspeakers. All speakers transmit the same announcement simultaneously.

soft key: The Synapse Desksets and Cordless Handsets feature keys below the LCD screen. The bottom of the LCD displays the appropriate label for each key as the function of the key changes.

standby time: The amount of time that a Cordless Handset or Cordless Headset can sit idle out of its charger while still capable of operating normally

static IP address: An IP address that is manually assigned to a computer by a system administrator. This type of addressing requires specific knowledge of the LAN.

station: Another term for extension

subnet (subnetwork): Typically a LAN served by one router

subscriber: A user who can access messages in a Group Mailbox

supervised transfer: Occurs when you communicate with the transfer recipient before completing a transferred call

switch: A network switch links electronic devices. The switch processes and routes data flexibly, allowing more data to be handled without error.

system administrator: A person to perform functions such as setting up and modifying system configurations. This system administrator can be an employee or your telephone equipment provider.

System Directory: (see System list)

System list: This list of names and phone numbers is created and maintained by the system administrator. All system users can sort and view this list.

system operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

T1: A digital signaling standard to transmit voice and data between devices

T.38: An analog fax protocol that encodes fax-modem codes over VoIP

trunk: A communications connection between the Synapse system and the telephone company

unhold: Removes a call from hold status

unsupervised transfer: Occurs when you do not communicate with the transfer recipient when transferring calls. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call.

UPS (Uninterruptible Power Supply): A battery-powered emergency power supply device

URL (Uniform Resource Locator): An Internet address

VoIP (Voice over Internet Protocol): A transmission technology for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. Other synonymous terms include IP telephony, Internet telephony, Voice Over BroadBand (VoBB), broadband telephony, and broadband phone.

WebUI (Web User Interface): A means of interacting with a product using a computer interface. Connection to the World Wide Web is not necessary.